Transcript for New South Wales 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 New South Wales 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 124,625 as at 30 June 2020 to 130,118 as at 30 September 2020.

• The number of children in the E-C-E-I gateway receiving initial supports increased from 2,514 as at 30 June 2020 to 2,900 as at 30 September 2020.

• The number of children in the E-C-E-I gateway not receiving initial supports decreased from 157 as at 30 June 2020 to 118 as at 30 September 2020.

• Plans approved (including E-C-E-I with initial supports) versus Bilateral Estimates increased from 94% as at 30 June 2020 to 98% as at 30 September 2020. Bilateral Estimates as at 30 June 2019.

• The proportion of participants fully or partially self-managing their plan remained stable at 29%, 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 32,815 in the quarter ending 30 June 2020 to 28,004 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 72% in the quarter ending 30 June 2020 to 76% 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 2,340 as at 30 June 2020 to 2,595 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 99.9% in the quarter ending 30 June 2020 to 99.8% 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 98% in the quarter ending 30 June 2020 to 99% 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 92% in the quarter ending 30 June 2020 to 95% in the quarter ending 30 September 2020.

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

There were 124,625 active participants (excluding E-C-E-I) as at 30 June 2020. During 2020-21 quarter 1, there were 5,983 plan approvals and a negative net movement of 490 participants across jurisdictions and Scheme exits. This resulted in 130,118 active participants (excluding E-C-E-I) as at 30 September 2020. Additionally, there were 2,900 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 133,018.

The following key statistics summarise the New South Wales performance as at 30 September 2020.

• 138,338 participants have entered the Scheme (including E-C-E-I) since July 2013. 133,018 of these continue to be active.

• 64,283 active participants are receiving supports for the first time.

• In the current quarter, 5,983 participants have entered the Scheme and there are 2,900 children with initial supports in the E-C-E-I gateway at the end of September 2020.

• 28,004 plans have been reviewed this quarter.

• 7,961 access decisions have been made in the quarter, 5,991 of which met access and are still active as at 30 September 2020.

• 609 (10.2%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in New South Wales to 9,525 (7.3%).

• 768 (12.9%) of the new active participants this quarter are Culturally and Linguistically Diverse, also known as CALD, taking the total number of CALD participants in New South Wales to 13,481 (10.4%).

Section 2 Provider and Market Metrics

A table displays the following key statistics on New South Wales 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 7,282 as at 30 June 2020 to 7,556 as at 30 September 2020. Active providers refer to those who received payment for supporting Agency-managed participants.

• The total number of active providers in last quarter increased from 3,862 as at 30 June 2020 to 3,942 as at 30 September 2020. Active providers refer to those who 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 73%, from 30 June 2020 to 30 September 2020.

• Plan utilisation by service district. The proportion of service districts that are more than 10 percentage points below the benchmark increased from 0% as at 30 June 2020 to 7% 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.

• Market concentration. The proportion of service districts where more than 85% of payments for supports go to the top 10 providers remained stable at 0%, from 30 June 2020 to 30 September 2020.

• The proportion of payments paid within 5 days (portal) increased from 99.7% as at 30 June 2020 to 99.9% as at 30 September 2020.

• The growth in annualised plan budget decreased from 17.0% as at 30 June 2020 to 9.2% as at 30 September 2020. This measure is based on plans reviewed in the current quarter.

The following comments are made regarding the New South Wales provider and market metrics as at 30 September 2020.

• The number of active providers at the end of September is 7,556, growing by 4% in the quarter.

• Utilisation was 73% from 1 January 2020 to 30 June 2020 , with 7% of service districts in New South Wales more than 10 percentage points below the adjusted national benchmark.

• None of the service districts has the top 10 providers providing more than 85% of supports by value.

A chart displays the New South Wales 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.

1 out of 15 (7%) service districts are more than 10 percentage points below the adjusted national benchmark.

1 out of 15 (7%) service districts are between 5 and 10 percentage points below the adjusted national benchmark.

12 out of 15 (80%) service districts are within 5 percentage points of the adjusted national benchmark.

1 out of 15 (7%) 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 below benchmark:

• Far West: 56% versus 66% benchmark.

• Western New South Wales: 65% versus 71% benchmark.

• Southern New South Wales: 67% versus 70% benchmark.

• Hunter New England: 72% versus 73% benchmark.

A chart displays the New South Wales distribution of service districts by market concentration as at 30 September 2020. Active providers refer to those who received payment for supporting Agency-managed participants.

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

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

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

1 out of 15 (7%) service districts have between 65% and 85% of payments going to the 10 largest providers.

8 out of 15 (53%) service districts have between 45% and 65% of payments going to the 10 largest providers.

6 out of 15 (40%) service districts have less than 45% of payments going to the 10 largest providers.

Service districts closest to benchmark:

• Far West: 84% versus 85% benchmark.

• Mid North Coast: 61% versus 85% benchmark.

• Northern New South Wales: 59% versus 85% benchmark.

• Murrumbidgee: 58% versus 85% benchmark.

• Southern New South Wales: 58% versus 85% benchmark.

Section 3 Service District Summaries

A chart displays the active participants by service district as at 30 September 2020. 'Other' include participants with service district information missing.

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

The following comments are made regarding the New South Wales experience at service district level as at 30 September 2020.

• Hunter New England has the highest number of active participants (22,730), while Far West has the lowest (547).

• North Sydney has the highest average annualised committed supports. This is partially driven by a high proportion of SIL participants compared with other New South Wales service districts.

• South Western Sydney and Western Sydney have the highest utilisation at 76%, whilst Far West has the lowest utilisation at 56%.

• 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 New South Wales 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 remained stable at 24%, from Baseline to the latest review.

• The percentage - Participant social and community engagement rate - ages 15 and over increased from 35% at Baseline to 48% at the latest review.

• The percentage - Parent and carer employment rate - all ages increased from 48% at Baseline to 51% 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 for 2019-20 quarter 4 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 remained stable at 86%, in the quarters ending 30 June 2020 and 30 September 2020.

• The percentage for the 'Pre-planning' stage remained stable at 84%, in the quarters ending 30 June 2020 and 30 September 2020.

• The percentage for the 'Planning' stage increased from 84% in the quarter ending 30 June 2020 to 86% in the quarter ending 30 September 2020.

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