Transcript for South Australia 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 South Australia 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 35,206 as at 30 June 2020 to 36,712 as at 30 September 2020.

• The number of children in the E-C-E-I gateway receiving initial supports decreased from 338 as at 30 June 2020 to 337 as at 30 September 2020.

• The number of children in the E-C-E-I gateway not receiving initial supports decreased from 79 as at 30 June 2020 to 12 as at 30 September 2020.

• Plans approved (including E-C-E-I with initial supports) versus Bilateral Estimates increased from 116% as at 30 June 2020 to 121% 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 25%, from 30 June 2020 to 30 September 2020.

• The proportion of plans activated within 90 days remained stable at 85%, 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 are excluded. They are relatively new and it is too early to examine their durations to activation.

• The number of participant plan reviews completed decreased from 9,167 in the quarter ending 30 June 2020 to 7,296 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 57% in the quarter ending 30 June 2020 to 68% 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 88% 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 664 as at 30 June 2020 to 728 as at 30 September 2020.

• The proportion of access decisions that were made or further information requested within 21 days of access request remained stable at 100.0%, from 30 June 2020 to 30 September 2020.

• The proportion of access decisions that were made within 14 days of final information being provided remained stable at 99.7%, from 30 June 2020 to 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 93% 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 70% in the quarter ending 30 June 2020 to 89% 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 35,206 active participants (excluding E-C-E-I) as at 30 June 2020. During 2020-21 quarter 1, there were 1,630 plan approvals and a negative net movement of 124 participants across jurisdictions and Scheme exits. This resulted in 36,712 active participants (excluding E-C-E-I) as at 30 September 2020. Additionally, there were 337 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 37,049.

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

• 38,828 participants have entered the Scheme (including E-C-E-I) since July 2013 and currently reside in South Australia. 37,049 of these continue to be active.

• 21,211 of active participants are receiving supports for the first time.

• In the current quarter, 1,630 participants have entered the Scheme and there are 337 children with initial supports in the E-C-E-I gateway at the end of September 2020.

• 7,296 plans have been reviewed this quarter.

• 2,137 access decisions have been made in the quarter, 1,666 of which met access and are still active as at 30 September 2020.

• 116 (7.1%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in South Australia to 2,054 (5.6%).

• 144 (8.8%) of the new active participants this quarter are Culturally and Linguistically Diverse, also known as CALD, taking the total number of CALD participants in South Australia to 2,737 (7.5%).

Section 2 Provider and Market Metrics

A table displays the following key statistics on South Australia 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 1,809 as at 30 June 2020 to 1,906 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 increased from 821 as at 30 June 2020 to 835 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) remained stable at 68%, 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 decreased from 25% as at 30 June 2020 to 17% 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 decreased from 17% as at 30 June 2020 to 8% as at 30 September 2020.

• The proportion of payments paid within 5 days (portal) increased from 99.8% as at 30 June 2020 to 99.9% as at 30 September 2020.

• The growth in annualised plan budget decreased from 16.9% as at 30 June 2020 to 7.1% as at 30 September 2020. This measure is based on plans reviewed in the current quarter.

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

• The number of active providers at the end of September is 1,906, growing at 5% in the quarter.

• Utilisation has been 68% from 1 January 2020 to 30 June 2020, with 17% of service districts in South Australia more than 10 percentage points below the adjusted national benchmark.

• In 8% of service districts, the top 10 providers provide more than 85% of supports by value.

A chart displays the South Australia 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.

2 out of 12 (17%) service districts are more than 10 percentage points below the adjusted national benchmark.

3 out of 12 (25%) service districts are between 5 and 10 percentage points below the adjusted national benchmark.

7 out of 12 (58%) service districts are within 5 percentage points of the adjusted national benchmark.

No 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 that are more than 5% below benchmark:

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

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

• Murray and Mallee: 61% versus 70% benchmark.

• Limestone Coast: 63% versus 72% benchmark.

• Yorke and Mid North: 61% versus 67% benchmark.

A chart displays the South Australia 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.

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

1 out of 12 (8%) service districts have between 85% and 90% of payments going to the 10 largest providers.

5 out of 12 (42%) service districts have between 65% and 85% of payments going to the 10 largest providers.

6 out of 12 (50%) service districts have between 45% and 65% of payments going to the 10 largest providers.

No service districts have less than 45% of payments going to the 10 largest providers.

Service districts closest to benchmark:

• Far North (South Australia): 88% versus 85% benchmark.

• Fleurieu and Kangaroo Island: 84% versus 85% benchmark.

• Eyre and Western: 83% versus 85% benchmark.

• Limestone Coast: 82% versus 85% benchmark.

• Murray and Mallee: 73% versus 85% benchmark.

Section 3 Service District Summaries

A chart displays the active participants by service district as at 30 September 2020.

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

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

• Northern Adelaide has the highest number of active participants (12,251), while Far North (South Australia) has the lowest (455).

• Far North (South Australia) has the highest average annualised committed supports, followed by Eastern Adelaide.

• Northern Adelaide has the highest utilisation at 71%, whilst Far North (South Australia) has the lowest utilisation at 48%.

• 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 - Quarterly results

A table displays the following key statistics on South Australia 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 27% Baseline to 28% at the latest review.

• The percentage - Participant social and community engagement rate - ages 15 and over increased from 36% at Baseline to 41% at the latest review.

• The percentage - Parent and carer employment rate - all ages increased from 46% 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 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 increased from 79% in the quarter ending 30 June 2020 to 85% in the quarter ending 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 83% in the quarter ending 30 June 2020 to 84% in the quarter ending 30 September 2020.

• The percentage for the 'Plan review ' stage decreased from 88% in the quarter ending 30 June 2020 to 86% in the quarter ending 30 September 2020.