Transcript for Victoria 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 Victoria 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 106,078 as at 30 June 2020 to 111,210 as at 30 September 2020.

• The number of children in the E-C-E-I gateway receiving initial supports decreased from 2,552 as at 30 June 2020 to 2,319 as at 30 September 2020.

• The number of children in the E-C-E-I gateway not receiving initial supports decreased from 722 as at 30 June 2020 to 631 as at 30 September 2020.

• Plans approved (including E-C-E-I with initial supports) versus Bilateral Estimates increased from 106% as at 30 June 2020 to 111% as at 30 September 2020. Bilateral Estimates as at 30 June 2019.

• The proportion of participants fully or partially self-managing their plan increased from 34% as at 30 June 2020 to 35% as at 30 September 2020.

• The proportion of plans activated within 90 days decreased from 86% as at 30 June 2020 to 85% as at 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 29,690 in the quarter ending 30 June 2020 to 25,169 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 62% 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 decreased from 2,352 as at 30 June 2020 to 2,320 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 99.9%, 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 91% 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 73% in the quarter ending 30 June 2020 to 92% 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 106,078 active participants (excluding E-C-E-I) as at 30 June 2020. During 2020-21 quarter 1, there were 5,581 plan approvals and a negative net movement of 449 participants across jurisdictions and Scheme exits. This resulted in 111,210 active participants (excluding E-C-E-I) as at 30 September 2020. Additionally, there were 2,319 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 113,529.

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

• 116,545 participants have entered the Scheme (including E-C-E-I) since July 2013. 113,529 of these continue to be active.

• 42,514 active participants are receiving supports for the first time.

• In the current quarter, 5,581 participants have entered the Scheme and there are 2,319 children with initial supports in the E-C-E-I gateway at the end of September 2020.

• 25,169 plans have been reviewed this quarter.

• 7,292 access decisions have been made in the quarter, 5,679 of which met access and are still active as at 30 September 2020.

• 213 (3.8%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in Victoria to 3,117 (2.8%).

• 717 (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 Victoria to 12,671 (11.4%).

Section 2 Provider and Market Metrics

A table displays the following key statistics on Victoria 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 5,065 as at 30 June 2020 to 5,230 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 2,772 as at 30 June 2020 to 2,641 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 68% as at 30 June 2020 to 66% 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 0%, 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 remained stable at 0%, from 30 June 2020 to 30 September 2020.

• The proportion of payments paid within 5 days (portal) remained stable at 99.8%, from 30 June 2020 to 30 September 2020.

• The growth in annualised plan budget decreased from 15.7% as at 30 June 2020 to 9.5% as at 30 September 2020. This measure is based on plans reviewed in the current quarter.

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

• The number of active providers at the end of September is 5,230, increasing by 3% in the quarter.

• Utilisation was 66% in the six months from 1 January 2020 to 30 June 2020, with no service districts in Victoria more than 10 percentage points below the adjusted national benchmark.

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

A chart displays the Victoria 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.

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

4 out of 17 (24%) service districts are between 5 and 10 percentage points below the adjusted national benchmark.

13 out of 17 (76%) 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 furthest below benchmark:

• Outer Gippsland: 53% versus 62% benchmark.

• Inner Gippsland: 60% versus 66% benchmark.

• Goulburn: 57% versus 62% benchmark.

• Western District: 66% versus 72% benchmark.

• Central Highlands: 67% versus 72% benchmark.

• Barwon: 68% versus 72% benchmark.

• Ovens Murray: 65% versus 68% benchmark.

• Loddon: 67% versus 69% benchmark.

A chart displays the Victoria 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.

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

4 out of 17 (24%) service districts have between 65% and 85% of payments going to the 10 largest providers.

10 out of 17 (59%) service districts have between 45% and 65% of payments going to the 10 largest providers.

3 out of 17 (18%) service districts have less than 45% of payments going to the 10 largest providers.

Service districts closest to benchmark:

• Mallee: 80% versus 85% benchmark.

• Western District: 77% versus 85% benchmark.

• Outer Gippsland: 72% 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 Victoria experience at service district level as at 30 September 2020.

• Bayside Peninsula has the highest number of active participants (13,374), while Mallee has the lowest (1,791).

• Inner East Melbourne has the highest average annualised committed supports. This is partially driven by a high proportion of SIL participants compared with other Victoria service districts.

• North East Melbourne has the highest utilisation at 71%, whilst Outer Gippsland has the lowest utilisation at 53%.

• 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 Victoria 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 20% at Baseline to 21% at the latest review.

• The percentage - Participant social and community engagement rate - ages 15 and over increased from 36% at Baseline to 44% at the latest review.

• The percentage - Parent and carer employment rate - all ages increased from 43% at Baseline to 47% 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 83% in the quarter ending 30 June 2020 to 85% in the quarter ending 30 September 2020.

• The percentage for the 'Pre-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 'Planning' stage decreased from 87% in the quarter ending 30 June 2020 to 85% in the quarter ending 30 September 2020.

• The percentage for the 'Plan review ' stage remained stable at 87%, in the quarters ending 30 June 2020 and 30 September 2020.