

Transcript for Australian Capital Territory Quarterly Performance Dashboard as at 31 December 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 Australian Capital Territory participant pathway experience as at 31 December 2020 and 30 September 2020.

- The number of active participants, excluding Early Childhood Early Intervention, also known as E-C-E-I, increased from 7,909 as at 30 September 2020 to 8,146 as at 31 December 2020.
- The number of children in the E-C-E-I gateway receiving initial supports increased from 90 as at 30 September 2020 to 124 as at 31 December 2020.
- The number of children in the E-C-E-I gateway not receiving initial supports decreased from 1 as at 30 September 2020 to 0 as at 31 December 2020.
- The proportion of participants fully or partially self managing their plan remained stable at 45%, from 30 September 2020 to 31 December 2020.
- The proportion of plans activated within 90 days increased from 79% as at 30 September 2020 to 80% as at 31 December 2020. Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 quarter 4 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 1,720 in the quarter ending 30 September 2020 to 1,971 in the quarter ending 31 December 2020. Plans less than 30 days in duration have been excluded. The number of plan reviews during September 2020 quarter have been restated at 31 December 2020 due to retrospective changes in underlying data.
- The number of access decisions in progress increased from 101 as at 30 September 2020 to 120 as at 31 December 2020.

The following statistics concern Participant Service Guarantee (PSG) metrics and the proportion which met target. The results for the PSG timeframes shown are based on preliminary calculations and the methodology used to determine them may be refined further. The measurement of the remaining PSG timeframes is under development.

- PSG number 2: The proportion of access decisions made or further information requested within 21 days of access requests remained stable at 100%, from the quarter ending 30 September 2020 to 31 December 2020.
- PSG number 4: The proportion of access decisions made within 14 days of final information being provided decreased from 100% in the quarter ending 30 September 2020 to 97% in the quarter ending 31 December 2020.
- PSG number 5: The proportion of cases where facilitating the preparation of a plan commenced within 21 days of an access decision being made increased from 72% in the quarter ending 30 September 2020 to 73% in the quarter ending 31 December 2020.

- PSG number 6: The proportion of first plans that were approved within 90 days after access decisions were made, for participants aged 7 or above, decreased from 99% in the quarter ending 30 September 2020 to 98% in the quarter ending 31 December 2020.
- PSG number 7: The proportion of first plans that were approved within 70 days after access decisions were made, for participants aged 0 to 6, decreased from 100% in the quarter ending 30 September 2020 to 98% in the quarter ending 31 December 2020.
- PSG number 11: The proportion of cases where facilitating a scheduled plan review commenced at least 56 days prior to the scheduled review date decreased from 89% in the quarter ending 30 September 2020 to 88% in the quarter ending 31 December 2020. Despite current underachievement of this scheduled review target, the NDIA's new participant check-in process ensures that every scheduled review begins with a contact from the planner or partner to discuss review options well before any scheduled review date.
- PSG number 12: The proportion of cases where the decision to undertake Participant Requested Reviews (PRRs) was made within 21 days remained stable at 100%, from the quarter ending 30 September 2020 to 31 December 2020.
- PSG number 13: The proportion of Participant Requested Reviews (PRRs) that were completed within 42 days after the decision was made increased from 54% in the quarter ending 30 September 2020 to 59% in the quarter ending 31 December 2020.
- PSG number 17: The proportion of Reviews of Reviewable Decisions (RoRDs) that were completed within 90 days after the request was received decreased from 99% in the quarter ending 30 September 2020 to 98% in the quarter ending 31 December 2020.

A chart displays the change in active participants between 30 September 2020 and 31 December 2020.

There were 7,909 active participants (excluding E-C-E-I) as at 30 September 2020. During 2020-21 quarter 2, there were 283 plan approvals and a negative net movement of 46 participants across jurisdictions and Scheme exits. This resulted in 8,146 active participants (excluding E-C-E-I) as at 31 December 2020. Additionally, there were 124 children in the E-C-E-I gateway receiving initial supports as at 31 December 2020. When including E-C-E-I, the total number of active participants (including E-C-E-I) as at 31 December 2020 was 8,270.

The following key statistics summarise the Australian Capital Territory performance as at 31 December 2020.

- 9,291 participants have entered the Scheme (including E-C-E-I) since July 2013 and currently reside in Australian Capital Territory. 8,270 of these continue to be active.
- 5,336 active participants are receiving supports for the first time.
- In the current quarter, 283 participants have entered the Scheme and there are 124 confirmed E-C-E-I children at the end of December 2020.
- 1,971 plans have been reviewed this quarter.
- 396 access decisions have been made in the quarter, 311 of which met access and are still active as at 31 December 2020.

- 14 (4.9%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in ACT to 339 (4.2%).
- 40 (14.1%) of the new active participants this quarter are Culturally and Linguistically Diverse, also known as CALD, taking the total number of CALD participants in ACT to 892 (11.0%).

Section 2 Provider and Market Metrics

A table displays the following key statistics on Australian Capital Territory provider and market metrics as at 31 December 2020 and at 30 September 2020.

- The total number of active providers (with at least one claim ever) increased from 1,053 as at 30 September 2020 to 1,111 as at 31 December 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 372 as at 30 September 2020 to 386 as at 31 December 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 72%, from 30 September 2020 to 31 December 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 September 2020 to 31 December 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 September 2020 to 31 December 2020.
- The proportion of payments paid within 5 days (portal) remained stable at 99.9%, from 30 September 2020 to 31 December 2020.
- The growth in annualised plan budget increased from 1.9% as at 30 September 2020 to 4.7% as at 31 December 2020. This measure is based on plans reviewed in the current quarter. The rate of growth for the September 2020 quarter has been restated due to retrospective changes in the underlying data.

The following comments are made regarding the Australian Capital Territory provider and market metrics as at 31 December 2020.

- The number of active providers at the end of December is 1,111, growing by 6% in the quarter. Part of this change is caused by the net movement of participants into Australian Capital Territory since 30 September.
- Utilisation has been 72% from 1 April 2020 to 30 September 2020, compared with an adjusted national benchmark of 70%. 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.
- Only utilisation of committed supports from 1 April 2020 to 30 September 2020 is shown, as experience in the most recent 3 months is still emerging.

- The top 10 providers provide 54% of supports by value, compared with the national benchmark of 85%.

Section 3 Participant Outcomes and Satisfaction

A table displays the following key statistics on Australian Capital Territory participant outcomes and satisfaction.

For Participant and Scheme Outcome metrics from the Corporate Plan as at 31 December 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 30%, from Baseline to the latest review.
- The percentage - Participant social and community engagement rate - ages 15 and over increased from 37% at Baseline to 45% at the latest review.
- The percentage - Parent and carer employment rate - all ages increased from 54% at Baseline to 61% 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 quarter. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change has resulted in a 'break' in the time series, meaning the previous quarterly results do not compare well with this quarter's result. Hence, this comparison is not included here.

- There is insufficient data to report on the participant satisfaction survey results relating to the Access and Pre-planning stage for 2020-21 quarter 2.
- The percentage for the 'Planning' stage was 83% in the quarter ending 31 December 2020.
- The percentage for the 'Plan review' stage was 70% in the quarter ending 31 December 2020.