Transcript for New South Wales Quarterly Performance Dashboard as at 31 December 2021

This dashboard provides a quarterly comparison of key statistics relating to active participants and their experience in the Scheme. It also includes key outcomes and participant satisfaction results as well as market characteristics.

## Participants and planning

A table displays the following key statistics on the New South Wales participant experience as at 31 December 2021 and 30 September 2021.

• The number of active participants with approved plans increased from 149,702 as at 30 September 2021 to 153,585 as at 31 December 2021.

• The number of children accessing early connections decreased from 4,525 as at 30 September 2021 to 4,057 as at 31 December 2021.

• The number of children waiting for early connections decreased from 74 as at 30 September 2021 to 52 as at 31 December 2021.

• The percentage of participants fully or partially self-managing their plan decreased from 29% as at 30 September 2021 to 28% as at 31 December 2021.

• The percentage of plans activated within 90 days remained stable at 87%, from 30 September 2021 to 31 December 2021. Participants who joined the Scheme prior to 1 July 2016 and those with initial plans approved after the end of the 2020-21 quarter 4 have been excluded.

• The number of participant plan reviews completed increased from 34,846 in the quarter ending 30 September 2021 to 38,034 in the quarter ending 31 December 2021. Plans less than 31 days in duration have been excluded.

A chart displays the change in active participants between 30 September 2021 and 31 December 2021.

At the beginning of quarter 2 2021-22, there were 149,702 active participants (excluding children accessing early connections). During 2021-22 quarter 2, there were 4,826 plan approvals and 943 participants exited the Scheme or moved to another state or territory. This resulted in 153,585 active participants as at 31 December 2021.

The following key statistics summarise the New South Wales performance as at 31 December 2021.

• 161,980 participants (excluding children accessing early connections) have had an approved plan since July 2013. 153,585 of these continue to be active.

• 88,013 active participants are receiving supports for the first time.

• In the current quarter, 4,826 participants have entered the Scheme and there are 4,057 children accessing early connections at the end of December 2021.

• 38,034 plans have been reviewed this quarter.

• 7,220 access decisions have been made in the quarter, of which 5,285 met access and are still active.

• 485 (10.1%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in New South Wales to 12,116 (7.9%).

• 557 (11.6%) of the new active participants this quarter are Culturally and Linguistically Diverse, taking the total number of Culturally and Linguistically Diverse participants in New South Wales to 16,576 (10.8%). The number of Culturally and Linguistically Diverse participants excludes Indigenous participants.

## 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 31 December 2021, the Outcome results include participants who have been in the Scheme for at least two years. Trial participants are excluded. Except for the parent and carer employment rate, participants aged 15 and over are included. The Baseline results are at Scheme entry. The following four indicators are outcomes measures.

• The participant employment rate increased from 23% at baseline to 24% at the latest review.

• The participant social and community engagement rate increased from 34% at baseline to 46% at the latest review.

• The parent and carer employment rate increased from 49% at baseline to 52% at the latest review.

• The participant perception of choice and control increased from 65% at the first review to 75% 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 current and previous quarters.

• The percentage for the 'Access' stage increased from 80% in the quarter ending 30 September 2021 to 83% in the quarter ending 31 December 2021.

• The percentage for the 'Pre-planning' stage increased from 77% in the quarter ending 30 September 2021 to 81% in the quarter ending 31 December 2021.

• The percentage for the 'Planning' stage decreased from 86% in the quarter ending 30 September 2021 to 83% in the quarter ending 31 December 2021.

• The percentage for the 'Plan review ' stage increased from 71% in the quarter ending 30 September 2021 to 75% in the quarter ending 31 December 2021.

## Participant Service Guarantee

The following statistics concern Participant Service Guarantee metrics. These statistics look at the percentage of cases meeting the Service Guarantee target in the quarters ending 30 September 2021 and 31 December 2021. The results for the timeframes shown are based on preliminary calculations and the methodology used to determine the timeframes may change going forward. As a result, Participant Service Guarantee results in the previous quarter may be restated due to logic changes.

The following metric is concerned with the General category.

• Participant Service Guarantee number 1: The percentage of explanation of a previous decision made within 28 days after a request has been made increased from 97% as at 30 September 2021 to 98% as at 31 December 2021.

The following three metrics are concerned with Access.

• Participant Service Guarantee number 2: The percentage of access decisions made or further information requested within 21 days of an access request remained stable at 100%, from 30 September 2021 to 31 December 2021.

• Participant Service Guarantee number 3: The percentage of access decisions allowing 90 days for prospective participants to provide information after NDIA has requested further information remained stable at 100%, from 30 September 2021 to 31 December 2021.

• Participant Service Guarantee number 4: The percentage of access decisions made within 14 days of final information being provided increased from 98% as at 30 September 2021 to 99% as at 31 December 2021.

The following three metrics are concerned with Planning.

• Participant Service Guarantee number 5: The percentage of cases where facilitating the preparation of a plan commenced within 21 days of an access decision being made increased from 94% as at 30 September 2021 to 96% as at 31 December 2021.

• Participant Service Guarantee number 6: The percentage of first plans that were approved within 56 days after access decisions were made, increased from 89% as at 30 September 2021 to 93% as at 31 December 2021.

• Participant Service Guarantee number 7: The percentage of first plans that were approved within 90 days after access decisions were made, for Early Childhood Early Intervention participants, remained stable at 99%, from 30 September 2021 to 31 December 2021. Early Childhood Early Intervention is now known as Early Childhood Approach.

The following metric is concerned with Implementation.

• Participant Service Guarantee number 9: The percentage of cases where a plan implementation meeting was held within 28 days if the participant accepts the offer remained stable at 100%, from 30 September 2021 to 31 December 2021.

The following three metrics are concerned with Reviews.

• Participant Service Guarantee number 11: The percentage of cases where facilitating a scheduled plan review commenced at least 56 days prior to the scheduled review date increased from 44% as at 30 September 2021 to 49% as at 31 December 2021. 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. Plans are extended automatically if they have not been reviewed before expiry so participants have continuity of support.

• Participant Service Guarantee number 12: The percentage of cases where the decision, to undertake Participant Requested Reviews, was made within 21 days increased from 84% as at 30 September 2021 to 100% as at 31 December 2021.

• Participant Service Guarantee number 13: The percentage of Participant Requested Reviews that were completed within 28 days after the decision was made decreased from 60% as at 30 September 2021 to 59% as at 31 December 2021.

The following two metrics are concerned with Amendments.

• Participant Service Guarantee number 14: The percentage of cases where a plan was varied within 28 days after receiving information that triggers a plan review decreased from 94% as at 30 September 2021 to 92% as at 31 December 2021.

• Participant Service Guarantee number 15: The percentage of cases where a plan was varied within 50 days after receiving information that relates to a complex quote that triggers a plan review decreased from 92% as at 30 September 2021 to 88% as at 31 December 2021.

The following two metrics are concerned with Reviewable Decisions.

• Participant Service Guarantee number 17: The proportion of Reviews of Reviewable Decisions that were completed within 60 days after the request was received remained stable at 89%, from 30 September 2021 to 31 December 2021.

• Participant Service Guarantee number 18: The percentage of cases where an Administrative Appeals Tribunal decision was implemented to vary a plan within 28 days after receiving notification of the Administrative Appeals Tribunal decision increased from 95% as at 30 September 2021 to 96% as at 31 December 2021.

The following two metrics are concerned with Nominees.

• Participant Service Guarantee number 19: The percentage of cases where a participant requested nominee was cancelled within 14 days remained stable at 100%, from 30 September 2021 to 31 December 2021.

• Participant Service Guarantee number 20: The percentage of cases where a Chief Executive Officer initiated nominee was cancelled within 14 days remained stable at 100%, from 30 September 2021 to 31 December 2021.

• The Participant Service Guarantee timeframes shown above have not yet been legislated and continue to be developed.

## Provider and market metrics

A table displays the following key statistics on New South Wales market supply and participant costs as at 31 December 2021 and at 30 September 2021.

• The total number of active providers (with at least one claim ever) increased from 8,545 as at 30 September 2021 to 8,823 as at 31 December 2021. Active providers refer to those who have received payment for supporting Agency-managed participants.

• The total number of active providers in the last quarter increased from 4,089 as at 30 September 2021 to 4,139 as at 31 December 2021. 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 75%, from 30 September 2021 to 31 December 2021.

• 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 September 2021 to 7% as at 31 December 2021. 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 have 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 2021 to 31 December 2021.

• The proportion of payments paid within 5 days through the portal remained stable at 99.8%, from 30 September 2021 to 31 December 2021.

• Total Payments from 1 July 2021 increased from $2,037 million as at 30 September 2021 to $4,136 million as at 31 December 2021.

• Total annualised plan budgets increased from $10,361 million as at 30 September 2021 to $10,696 million as at 31 December 2021.

• The growth in annualised plan budgets increased from 0.2% in the September 2021 quarter to 2.7% in the December 2021 quarter.

• Socioeconomic equity (%) decreased from 101% in the September 2021 quarter to 100% in the December 2021 quarter. Socioeconomic status uses deciles from the Australian Bureau of Statistics Index of Education and Occupation. A higher decile indicates that people residing in that area have a higher level of skills and qualifications on average. The socioeconomic equity metric is equal to the average annualised plan budget of participants residing in the top two deciles divided by the average annualised plan budget of participants residing in the bottom two deciles (participants not in Supported Independent Living and aged 0 to 64).

• Total annualised plan budgets at 31 December 2021 were $10,696m and payments from 1 July 2021 were $4,136m.

• The number of active providers at the end of December is 8,823, growing by 3% in the quarter.

• Utilisation was 75% from 1 April 2021 to 30 September 2021, with 7% (1 out of 15) of service districts in Australia more than 10 percentage points below the adjusted national benchmark.

• There were no service districts where the top 10 providers were providing more than 85% of payments.

A chart displays the New South Wales service districts that were more than 10 percentage points below the adjusted national benchmark as at 31 December 2021. 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 have been in the Scheme.

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

No service districts are between 5 and 10 percentage points above the adjusted national benchmark.

13 out of 15 (87%) 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 below the adjusted national benchmark.

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

Service districts below benchmark:

• Far West: 60% versus 73% benchmark.

• Western New South Wales: 69% versus 76% benchmark.

• Southern New South Wales: 72% versus 75% benchmark.

• Nepean Blue Mountains: 75% versus 77% benchmark.

• Hunter New England: 75% versus 77% benchmark.

• Central Coast: 75% versus 77% benchmark.

• Murrumbidgee: 74% versus 75% benchmark.

A chart displays the New South Wales service districts that had between 90% and 95% of payments going to the 10 largest providers as at 31 December 2021.

7 out of 15 (47%) service districts have less than 45% of payments going to the 10 largest providers.

7 out of 15 (47%) service districts have between 45% and 65% 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.

No service districts have between 85% and 90% 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 more than 95% of payments going to the 10 largest providers.

Service districts closest to benchmark:

• Far West: 83% versus 85% benchmark.

## Summaries by service district

A chart displays the active participants by service district. There are 21 active participants at 31 December 2021 residing in 'Other' service districts. 'Other' includes participants with service district information missing. The average annualised plan budgets and average payments for this group are not shown. Since October 2021, there has been a change in reporting from 2011 to 2020 boundary definitions of service districts. For New South Wales, this has mainly impacted the service districts of 'Sydney', 'South Western Sydney', 'North Sydney' and 'Western Sydney'.

The number of active participants at 31 December 2021 was:

26,146 for Hunter New England.

8,799 for Central Coast.

694 for Far West.

9,011 for Illawarra Shoalhaven.

6,347 for Mid North Coast.

6,780 for Murrumbidgee.

8,974 for Nepean Blue Mountains.

10,500 for North Sydney.

7,408 for Northern New South Wales.

10,275 for South Eastern Sydney.

23,542 for South Western Sydney.

4,339 for Southern New South Wales.

6,092 for Sydney.

6,515 for Western New South Wales.

18,142 for Western Sydney.

Another chart displays the average annualised plan budgets and average payments. There are 21 active participants at 31 December 2021 residing in 'Other' service districts. 'Other' includes participants with service district information missing. The average annualised plan budgets and average payments for this group are not shown. Figures are not shown if there is insufficient data in the service district. Since October 2021, there has been a change in reporting from 2011 to 2020 boundary definitions of service districts. For New South Wales, this has mainly impacted the service districts of 'Sydney', 'South Western Sydney', 'North Sydney' and 'Western Sydney'.

The average annualised plan budget at 31 December 2021 was:

$70,400 for Hunter New England.

$64,300 for Central Coast.

$69,900 for Far West.

$71,600 for Illawarra Shoalhaven.

$66,600 for Mid North Coast.

$65,300 for Murrumbidgee.

$67,100 for Nepean Blue Mountains.

$82,100 for North Sydney.

$70,000 for Northern New South Wales.

$74,300 for South Eastern Sydney.

$64,700 for South Western Sydney.

$61,900 for Southern New South Wales.

$73,200 for Sydney.

$75,100 for Western New South Wales.

$69,200 for Western Sydney.

$69,600 for all of New South Wales.

The average payments for the 12 months to 31 December 2021 was:

$56,600 for Hunter New England.

$51,300 for Central Coast.

$48,400 for Far West.

$58,400 for Illawarra Shoalhaven.

$54,100 for Mid North Coast.

$52,200 for Murrumbidgee.

$54,500 for Nepean Blue Mountains.

$67,900 for North Sydney.

$58,200 for Northern New South Wales.

$61,100 for South Eastern Sydney.

$53,800 for South Western Sydney.

$46,300 for Southern New South Wales.

$62,400 for Sydney.

$55,000 for Western New South Wales.

$59,300 for Western Sydney.

$56,900 for all of New South Wales.

Another chart displays the average annualised plan budgets and average payments for participants in Supported Independent Living. There are 21 active participants at 31 December 2021 residing in 'Other' service districts. 'Other' includes participants with service district information missing. The average annualised plan budgets and average payments for this group are not shown. Figures are not shown if there is insufficient data in the service district. Since October 2021, there has been a change in reporting from 2011 to 2020 boundary definitions of service districts. For New South Wales, this has mainly impacted the service districts of 'Sydney', 'South Western Sydney', 'North Sydney' and 'Western Sydney'.

The average annualised plan budget at 31 December 2021 for participants in Supported Independent Living was:

$359,100 for Hunter New England.

$342,200 for Central Coast.

$404,600 for Far West.

$330,100 for Illawarra Shoalhaven.

$364,700 for Mid North Coast.

$331,000 for Murrumbidgee.

$338,700 for Nepean Blue Mountains.

$345,500 for North Sydney.

$349,200 for Northern New South Wales.

$337,500 for South Eastern Sydney.

$346,700 for South Western Sydney.

$302,600 for Southern New South Wales.

$311,200 for Sydney.

$322,900 for Western New South Wales.

$349,100 for Western Sydney.

$343,300 for all of New South Wales.

The average payments for the 12 months to 31 December 2021 for participants in Supported Independent Living was:

$338,900 for Hunter New England.

$314,400 for Central Coast.

$378,600 for Far West.

$306,600 for Illawarra Shoalhaven.

$347,000 for Mid North Coast.

$318,200 for Murrumbidgee.

$319,800 for Nepean Blue Mountains.

$327,700 for North Sydney.

$336,600 for Northern New South Wales.

$320,000 for South Eastern Sydney.

$321,900 for South Western Sydney.

$263,900 for Southern New South Wales.

$293,700 for Sydney.

$291,600 for Western New South Wales.

$327,100 for Western Sydney.

$321,700 for all of New South Wales.

Another chart displays the average annualised plan budgets and average payments for participants not in Supported Independent Living. There are 21 active participants at 31 December 2021 residing in 'Other' service districts. 'Other' includes participants with service district information missing. The average annualised plan budgets and average payments for this group are not shown. Figures are not shown if there is insufficient data in the service district. Since October 2021, there has been a change in reporting from 2011 to 2020 boundary definitions of service districts. For New South Wales, this has mainly impacted the service districts of 'Sydney', 'South Western Sydney', 'North Sydney' and 'Western Sydney'.

The average annualised plan budget at 31 December 2021 for participants not in Supported Independent Living was:

$50,000 for Hunter New England.

$47,200 for Central Coast.

$60,000 for Far West.

$55,100 for Illawarra Shoalhaven.

$55,600 for Mid North Coast.

$50,400 for Murrumbidgee.

$47,300 for Nepean Blue Mountains.

$57,300 for North Sydney.

$57,700 for Northern New South Wales.

$57,600 for South Eastern Sydney.

$50,200 for South Western Sydney.

$49,400 for Southern New South Wales.

$59,800 for Sydney.

$54,100 for Western New South Wales.

$50,400 for Western Sydney.

$52,300 for all of New South Wales.

The average payments for the 12 months to 31 December 2021 for participants not in Supported Independent Living was:

$35,900 for Hunter New England.

$34,400 for Central Coast.

$37,700 for Far West.

$42,200 for Illawarra Shoalhaven.

$42,600 for Mid North Coast.

$36,300 for Murrumbidgee.

$34,800 for Nepean Blue Mountains.

$42,600 for North Sydney.

$45,200 for Northern New South Wales.

$44,000 for South Eastern Sydney.

$39,700 for South Western Sydney.

$34,600 for Southern New South Wales.

$49,100 for Sydney.

$33,900 for Western New South Wales.

$40,200 for Western Sydney.

$39,400 for all of New South Wales.

The following comments are made regarding the New South Wales experience at service district level as at 31 December 2021.

• Hunter New England has the highest number of active participants at 26,146, while Far West has the lowest number of active participants at 694.

• The average annualised plan budget at the end of December for active participants is $69,600 ($52,300 for participants not in Supported Independent Living and $343,300 for participants in Supported Independent Living).

• The average payment for the 12 months ending 31 December 2021 is $56,900 ($39,400 for participants not in Supported Independent Living and $321,700 for participants in Supported Independent Living).

• North Sydney has the highest average annualised plan budgets and payments across all participants.