Transcript for South Australia 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 South Australia participant experience as at 31 December 2021 and 30 September 2021.

• The number of active participants with approved plans increased from 42,466 as at 30 September 2021 to 43,963 as at 31 December 2021.

• The number of children accessing early connections decreased from 700 as at 30 September 2021 to 612 as at 31 December 2021.

• The number of children waiting for early connections increased from 11 as at 30 September 2021 to 39 as at 31 December 2021.

• The percentage of participants fully or partially self-managing their plan remained stable at 24%, from 30 September 2021 to 31 December 2021.

• The percentage of plans activated within 90 days remained stable at 85%, 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 7,907 in the quarter ending 30 September 2021 to 8,760 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 42,466 active participants (excluding children accessing early connections). During 2021-22 quarter 2, there were 1,712 plan approvals and 215 participants exited the Scheme or moved to another state or territory. This resulted in 43,963 active participants as at 31 December 2021.

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

• 46,502 participants (excluding children accessing early connections) have had an approved plan since July 2013. 43,963 of these continue to be active.

• 28,337 active participants are receiving supports for the first time.

• In the current quarter, 1,712 participants have entered the Scheme and there are 612 children accessing early connections at the end of December 2021.

• 8,760 plans have been reviewed this quarter.

• 2,261 access decisions have been made in the quarter, of which 1,712 met access and are still active.

• 137 (8.0%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in South Australia to 2,640 (6.0%).

• 118 (6.9%) of the new active participants this quarter are Culturally and Linguistically Diverse, taking the total number of Culturally and Linguistically participants in South Australia to 3,172 (7.2%). The number of Culturally and Linguistically participants excludes Indigenous participants.

## Participant outcomes and satisfaction

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 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 remained stable at 26%, from baseline to the latest review.

• The participant social and community engagement rate increased from 37% at baseline to 41% at the latest review.

• The parent and carer employment rate increased from 46% at baseline to 49% at the latest review.

• The participant perception of choice and control increased from 64% at the first review to 73% 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 72% in the quarter ending 30 September 2021 to 75% in the quarter ending 31 December 2021.

• The percentage for the 'Pre-planning' stage decreased from 73% in the quarter ending 30 September 2021 to 70% in the quarter ending 31 December 2021.

• The percentage for the 'Planning' stage increased from 79% in the quarter ending 30 September 2021 to 81% in the quarter ending 31 December 2021.

• The percentage for the 'Plan review ' stage decreased from 67% in the quarter ending 30 September 2021 to 61% 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, PSG 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 remained stable at 100%, from 30 September 2021 to 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 85% as at 30 September 2021 to 87% 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 83% as at 30 September 2021 to 84% 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, increased from 96% as at 30 September 2021 to 97% as at 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 decreased from 20% as at 30 September 2021 to 18% 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 53% as at 30 September 2021 to 47% 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 increased from 90% as at 30 September 2021 to 91% 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 increased from 75% as at 30 September 2021 to 100% 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 increased from 88% as at 30 September 2021 to 91% as at 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 98% as at 30 September 2021 to 99% 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 South Australia 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 2,375 as at 30 September 2021 to 2,442 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 decreased from 892 as at 30 September 2021 to 891 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) increased from 71% as at 30 September 2021 to 74% as at 31 December 2021.

• Plan utilisation by service district. The proportion of service districts that are more than 10 percentage points below the benchmark remained stable at 17%, from 30 September 2021 to 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 increased from 17% as at 30 September 2021 to 25% as at 31 December 2021.

• The proportion of payments paid within 5 days through the portal remained stable at 99.9%, from 30 September 2021 to 31 December 2021.

• Total Payments from 1 July 2021 increased from $567 million as at 30 September 2021 to $1,146 million as at 31 December 2021.

• Total annualised plan budgets increased from $2,777 million as at 30 September 2021 to $2,841 million as at 31 December 2021.

• The growth in annualised plan budgets increased from -2.8% in the September 2021 quarter to -2.0% in the December 2021 quarter.

• Socioeconomic equity (%) remained stable at 111%, from the September 2021 quarter to 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 $2,841m and payments from 1 July 2021 were $1,146m.

• The number of active providers at the end of December is 2,442, growing by 3% in the quarter.

• Utilisation was 74% from 1 April 2021 to 30 September 2021, with 17% (2 out of 12) of service districts in South Australia more than 10 percentage points below the adjusted national benchmark.

• In 25% (3 out of 12) of service districts, the top 10 providers provide more than 85% of payments.

A chart displays the South Australia 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.

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

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

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

Service districts below benchmark:

• Far North (South Australia): 56% versus 72% benchmark.

• Eyre and Western: 60% versus 72% benchmark.

• Murray and Mallee: 69% versus 75% benchmark.

• Limestone Coast: 71% versus 77% benchmark.

• Yorke and Mid North: 69% versus 74% benchmark.

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

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

5 out of 12 (42%) service districts have between 45% and 65% of payments going to the 10 largest providers.

4 out of 12 (33%) service districts have between 65% and 85% of payments going to the 10 largest providers.

3 out of 12 (25%) 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 North (South Australia): 87% versus 85% benchmark.

• Limestone Coast: 86% versus 85% benchmark.

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

## Summaries by service district

A chart displays the active participants by service district. There are 30 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 South Australia, this has mainly impacted the service district of ‘Eyre and Western’.

The number of active participants at 31 December 2021 was:

1,660 for Adelaide Hills.

2,095 for Barossa, Light and Lower North.

3,803 for Eastern Adelaide.

1,352 for Eyre and Western.

525 for Far North South Australia.

1,217 for Fleurieu and Kangaroo Island.

1,453 for Limestone Coast.

1,832 for Murray and Mallee.

14,834 for Northern Adelaide.

9,535 for Southern Adelaide.

3,875 for Western Adelaide.

1,752 for Yorke and Mid North.

Another chart displays the average annualised plan budgets and average payments. There are 30 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 South Australia, this has mainly impacted the service district of ‘Eyre and Western’.

The average annualised plan budget at 31 December 2021 was:

$57,500 for Adelaide Hills.

$48,700 for Barossa, Light and Lower North.

$74,000 for Eastern Adelaide.

$69,100 for Eyre and Western.

$78,100 for Far North South Australia.

$69,200 for Fleurieu and Kangaroo Island.

$58,500 for Limestone Coast.

$61,000 for Murray and Mallee.

$60,800 for Northern Adelaide.

$71,400 for Southern Adelaide.

$67,800 for Western Adelaide.

$57,200 for Yorke and Mid North.

$64,600 for all of South Australia.

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

$46,600 for Adelaide Hills.

$38,100 for Barossa, Light and Lower North.

$63,000 for Eastern Adelaide.

$43,100 for Eyre and Western.

$48,900 for Far North South Australia.

$54,300 for Fleurieu and Kangaroo Island.

$47,900 for Limestone Coast.

$45,100 for Murray and Mallee.

$53,200 for Northern Adelaide.

$58,500 for Southern Adelaide.

$57,000 for Western Adelaide.

$40,600 for Yorke and Mid North.

$53,200 for all of South Australia.

Another chart displays the average annualised plan budgets and average payments for participants in Supported Independent Living. There are 30 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 South Australia, this has mainly impacted the service district of ‘Eyre and Western’.

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

$394,500 for Adelaide Hills.

$402,100 for Barossa, Light and Lower North.

$339,000 for Eastern Adelaide.

$448,400 for Eyre and Western.

$445,100 for Far North South Australia.

$370,400 for Fleurieu and Kangaroo Island.

$328,800 for Limestone Coast.

$356,200 for Murray and Mallee.

$344,200 for Northern Adelaide.

$309,300 for Southern Adelaide.

$340,700 for Western Adelaide.

$284,800 for Yorke and Mid North.

$336,700 for all of South Australia.

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

$392,100 for Adelaide Hills.

$378,800 for Barossa, Light and Lower North.

$343,600 for Eastern Adelaide.

$353,200 for Eyre and Western.

$407,600 for Far North South Australia.

$333,500 for Fleurieu and Kangaroo Island.

$372,500 for Limestone Coast.

$319,700 for Murray and Mallee.

$382,900 for Northern Adelaide.

$309,400 for Southern Adelaide.

$352,600 for Western Adelaide.

$274,800 for Yorke and Mid North.

$347,700 for all of South Australia.

Another chart displays the average annualised plan budgets and average payments for participants not in Supported Independent Living. There are 30 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 South Australia, this has mainly impacted the service district of ‘Eyre and Western’.

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

$44,200 for Adelaide Hills.

$41,300 for Barossa, Light and Lower North.

$56,100 for Eastern Adelaide.

$59,000 for Eyre and Western.

$59,700 for Far North South Australia.

$57,400 for Fleurieu and Kangaroo Island.

$43,200 for Limestone Coast.

$44,500 for Murray and Mallee.

$44,600 for Northern Adelaide.

$51,700 for Southern Adelaide.

$53,500 for Western Adelaide.

$48,800 for Yorke and Mid North.

$48,800 for all of South Australia.

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

$32,000 for Adelaide Hills.

$30,700 for Barossa, Light and Lower North.

$42,300 for Eastern Adelaide.

$34,300 for Eyre and Western.

$29,700 for Far North South Australia.

$41,900 for Fleurieu and Kangaroo Island.

$28,500 for Limestone Coast.

$28,400 for Murray and Mallee.

$33,700 for Northern Adelaide.

$37,100 for Southern Adelaide.

$40,500 for Western Adelaide.

$31,800 for Yorke and Mid North.

$35,300 for all of South Australia.

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

• Northern Adelaide has the highest number of active participants at 14,834, while Far North (South Australia) has the lowest number of active participants at 525.

• The average annualised plan budget at the end of December for active participants is $64,600 ($48,800 for participants not in Supported Independent Living and $336,700 for participants in Supported Independent Living).

• The average payment for the 12 months ending 31 December 2021 is $53,200 ($35,300 for participants not in Supported Independent Living and $347,700 for participants in Supported Independent Living).

• Eastern Adelaide has the highest average annualised plan budgets and payments across all participants.