Transcript for Australian Capital Territory Quarterly Performance Dashboard as at 31 December 2022

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 Australian Capital Territory participant experience as at 31 December 2022 and 30 September 2022.

• The number of active participants with approved plans increased from 9,568 as at 30 September 2022 to 9,793 as at 31 December 2022.

• The number of children accessing early connections increased from 190 as at 30 September 2022 to 199 as at 31 December 2022.

• The number of children waiting for early connections decreased from 1 as at 30 September 2022 to as at 31 December 2022.

• The percentage of participants fully or partially self-managing their plan remained stable at 45%, from 30 September 2022 to 31 December 2022.

• The percentage of plans activated within 90 days remained stable at 81%, from 30 September 2022 to 31 December 2022. Participants who joined the Scheme prior to 1 July 2016 and those with initial plans approved after the end of the 2021-22 quarter 4 have been excluded.

• The number of participant plan reassessments completed increased from 1,419 in the quarter ending 30 September 2022 to 1,497 in the quarter ending 31 December 2022. Plans less than 31 days in duration have been excluded. The new definition is included under section 49 of the NDIS Act (2013) and replaces the previous definition of plan review.

A chart displays the change in active participants between 30 September 2022 and 31 December 2022.

At the beginning of quarter 2 2022-23 there were 9,568 active participants (excluding children accessing early connections). During 2022-23 quarter 2, there were 290 plan approvals and 65 participants exited the Scheme or moved to another state or territory. This resulted in 9,793 active participants as at 31 December 2022.

The following key statistics summarise the Australian Capital Territory performance as at 31 December 2022.

• 11,227 participants (excluding children accessing early connections) have had an approved plan since July 2013. 9,793 of these continue to be active.

• 7,057 active participants have not previously received disability support via State and Commonwealth government programs in the past.

• In the current quarter, 290 participants have entered the Scheme and there are 199 children accessing early connections at the end of December 2022.

• 1,497 plans have had reassessments this quarter.

• 355 access decisions have been made in the quarter of which 275 met access and are still active.

• 15 (5.2%) of the new active participants this quarter identified as First Nations participants, taking the total number of First Nations participants in Australian Capital Territory to 435 (4.4%).

• 18 (6.3%) of the new active participants this quarter are Culturally and Linguistically Diverse, taking the total number of Culturally and Linguistically Diverse participants in Australian Capital Territory to 993 (10.1%). The number of Culturally and Linguistically Diverse participants excludes First Nations participants.

## 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 2022, 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, only 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 30%, from baseline to the latest reassessment. The Participant Employment Rate metric includes results for participants aged 15 to 64.

• The participant social and community engagement rate increased from 37% at baseline to 43% at the latest reassessment.

• The parent and carer employment rate increased from 56% at baseline to 61% at the latest reassessment.

• The participant perception of choice and control increased from 71% at the first reassessment to 78% at the latest reassessment.

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 was unavailable for the quarters ending 30 September 2022 and 31 December 2022.

• The percentage for the 'Pre-planning' stage was unavailable for the quarters ending 30 September 2022 and 31 December 2022.

• The percentage for the 'Planning' stage increased from 83% in the quarter ending 30 September 2022 to 93% in the quarter ending 31 December 2022.

• The percentage for the 'Plan reassessments ' stage increased from 64% in the quarter ending 30 September 2022 to 68% in the quarter ending 31 December 2022.

## 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 2022 and 31 December 2022. Participant Service Guarantee results in the previous quarter may be restated due to ongoing logic refinement and changes in data quality.

The following metric is concerned with the General category.

• Participant Service Guarantee number 1: The percentage of explanations of previous decisions made within 28 days after a request for explanation is received remained stable at 100%, from 30 September 2022 to 31 December 2022.

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 2022 to 31 December 2022.

• 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 2022 to 31 December 2022.

• Participant Service Guarantee number 4: The percentage of access decisions made within 14 days of final information being provided remained stable at 100%, from 30 September 2022 to 31 December 2022.

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 remained stable at 99%, from 30 September 2022 to 31 December 2022.

• Participant Service Guarantee number 6: The percentage of first plans that were approved within 56 days after access decisions were made, increased from 93% as at 30 September 2022 to 95% as at 31 December 2022.

• 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, decreased from 100% as at 30 September 2022 to 98% as at 31 December 2022. 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 2022 to 31 December 2022.

The following three metrics are concerned with plan reassessments.

• Participant Service Guarantee number 11: The percentage of cases where facilitating a scheduled plan reassessment commenced at least 56 days prior to the scheduled reassessment date decreased from 78% as at 30 September 2022 to 73% as at 31 December 2022. The NDIA’s new participant check-in process ensures that every plan reassessment begins with a contact from the planner or partner to discuss reassessment options well before any scheduled review date. Plans are extended automatically if they have not been reassessed before the reassessment date so participants have continuity of support.

• Participant Service Guarantee number 12: The percentage of cases where the decision to undertake a Participant Requested Plan Reassessment was made within 21 days decreased from 93% as at 30 September 2022 to 80% as at 31 December 2022. The definition of Participant Reassessment Request is included under section 48 of the NDIS Act (2013) and replaces the previous definition of plan review request.

• Participant Service Guarantee number 13: The percentage of reassessments that were completed within 28 days after the decision to accept the request was made increased from 58% as at 30 September 2022 to 67% as at 31 December 2022.

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 the plan amendment process increased from 89% as at 30 September 2022 to 91% as at 31 December 2022.

• 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 amendment process cannot be measured for both the quarters ending 30 September 2022 and 31 December 2022.

The following two metrics are concerned with Reviewable Decisions.

• Participant Service Guarantee number 17: The proportion of internal Reviews of Reviewable Decisions that were completed within 60 days after the request was received remained stable at 91%, from 30 September 2022 to 31 December 2022.

• Participant Service Guarantee number 18: The percentage of cases where an Administrative Appeals Tribunal decision was implemented to amend a plan within 28 days after receiving notification of the Administrative Appeals Tribunal decision decreased from 100% as at 30 September 2022 to 95% as at 31 December 2022.

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 2022 to 31 December 2022.

• Participant Service Guarantee number 20: The percentage of cases where a Chief Executive Officer initiated nominee was cancelled within 14 days cannot be measured for both the quarters ending 30 September 2022 and 31 December 2022.

• The NDIA commenced measuring performance against the Participant Service Guarantee metrics prior to the legislation of the Participant Service Charter and Guarantee. On 30 March 2022, the NDIS Amendment (Participant Service Guarantee and Other Measures) Bill 2021 passed in both houses of Parliament, and received Royal Assent on 1 April 2022. 'NA' means that Participant Service Guarantee results cannot be measured.

## Provider and market metrics

A table displays the following key statistics on Australian Capital Territory market supply and participant costs as at 31 December 2022 and at 30 September 2022.

• The total number of active providers (with at least one claim ever) increased from 1,526 as at 30 September 2022 to 1,570 as at 31 December 2022. 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 434 as at 30 September 2022 to 446 as at 31 December 2022. 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 75% as at 30 September 2022 to 76% as at 31 December 2022.

• 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 2022 to 31 December 2022. 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 70% of payments for supports go to the top 10 providers remained stable at 0%, from 30 September 2022 to 31 December 2022. Improved data on providers is now used to measure provider concentration, with payments to plan managers now attributed to the support provider. This has led to an apparent reduction in concentration, and a change in the benchmark used to 70%.

• The proportion of payments paid within 5 days through the portal remained stable at 99.8%, from 30 September 2022 to 31 December 2022.

• Total payments from 1 July 2022 were $257 million as at 31 December 2022.

• Total annualised plan budgets increased from $635 million as at 30 September 2022 to $662 million as at 31 December 2022.

• Plan inflation (current quarter percentage per annum) decreased from 16.6% in the September 2022 quarter to 13.7% in the December 2022 quarter. Starting with the March 2022 quarter, total plan inflation was altered to include plan budget changes occurring at plan reassessment, as well as changes occurring between reassessments. This increased the rate of inflation previously measured. The annualisation calculation excludes the impact of plan indexation impacting July 2022 following the Annual Pricing Review. The indexation impact is then added back to the annualised figure. This impact is 4.6% Nationally. In this December quarter, a further rescaling is applied to the split between inflation at plan reassessment and within a plan. This results in a minor one-off change in the historical split while overall inflation is not changed.

• Inflation at plan reassessment (current quarter percentage per annum) increased from 8.7% in the September 2022 quarter to 9.9% in the December 2022 quarter.

• Inflation within a plan, between reviews (current quarter percentage per annum) decreased from 7.9% in the September 2022 quarter to 3.8% in the December 2022 quarter.

• Socioeconomic equity decreased from 104% in the September 2022 quarter to 93% in the December 2022 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 four Index of Education and Occupation deciles divided by the average annualised plan budget of participants residing in the bottom four Index of Education and Occupation deciles (participants not in Supported Independent Living and aged 0 to 64). For the December 2022 quarter, this is mix adjusted for age profile.

The following comments are made regarding the Australian Capital Territory experience:

• Total annualised plan budgets at 31 December 2022 were $662m and payments from 1 July 2022 were $257m.

• The number of active providers at the end of December is 1,570, growing by 3% in the quarter.

• Utilisation has been 75% in the 6 months from 1 April 2022 to 30 September 2022, compared with an adjusted National benchmark of 76%.

• There were no service districts where the top 10 providers were providing more than 70% of payments.

• The average annualised plan budget at the end of December for active participants is $67,600 ($393,300 for participants in Supported Independent Living (SIL) and $48,000 for participants not in SIL).

• The average payment for the 12 months ending 31 December 2022 is $51,800 ($342,900 for participants in Supported Independent Living (SIL) and $34,700 for participants not in SIL).