Transcript for Australian Capital Territory Quarterly Performance Dashboard as at 31 December 2023

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

The new computer system commenced in Tasmania in the December 2022 quarter and nationally from 30 October 2023. The Quarterly Performance Dashboard combines data from the current and new systems, where it is available. Data from the new system is not available for all tables shown. Where this is materially incomplete, the underlying data for this dashboard has not been shown. This may lead to restatements of information in future reports.

## Participants and planning

A table displays the following key statistics on the Australian Capital Territory participant experience as at 31 December 2023 and 30 September 2023:

• The number of active participants with approved plans (excluding children accessing early connections) increased from 10,595 as at 30 September 2023 to 10,748 as at 31 December 2023.

• The number of children accessing early connections was 188, as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023. The early childhood approach indicators under the new system (PACE) are being refined. Where these results remain unreliable for this quarter, n/a has been substituted until these are resolved further.

• The number of children waiting for early connections was 0 as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023. The early childhood approach indicators under the new system (PACE) are being refined. Where these results remain unreliable for this quarter, n/a has been substituted until these are resolved further.

• The percentage of participants fully or partially self-managing their plan decreased from 45% as at 30 September 2023 to 44% as at 31 December 2023.

• The percentage of plans activated within 90 days increased from 82% as at 30 September 2023 to 83% as at 31 December 2023. Trial participants (participants with initial plans approved prior to 1 July 2016), and those with initial plans approved after the end of 2022-23 Quarter 3, have been excluded.

• The number of completed participant plan reassessments in the quarter decreased from 898 in the quarter ending 30 September 2023 to 672 in the quarter ending 31 December 2023. Plans less than 31 days in duration have been excluded from this tabulation, as these reassessments are more likely to represent corrections to the plan rather than a new plan reassessment to address a change in circumstance. Plan reassessments exclude data from the new system (PACE) until resolved further.

A chart displays the change in active participants between 30 September 2023 and 31 December 2023.

At the beginning of Quarter two 2023-24 there were 10,595 active participants (excluding children accessing early connections). During 2023-24 Quarter 2, there were 210 plan approvals and 57 participants left the Scheme or moved to another state or territory. This resulted in 10,748 active participants as at 31 December 2023.

The following key statistics summarise the Australian Capital Territory performance as at 31 December 2023:

• 12,361 participants (excluding children accessing early connections) have had an approved plan since July 2013. 10,748 of these continue to be active.

• 8,023 active participants have not previously received disability support via State and Commonwealth government programs.

• 210 participants entered the Scheme in the December 2023 quarter and the net number of participants leaving the Scheme was 57, which is the active participant movements in and out of the Scheme and Australian Capital Territory.

• 672 plans have had reassessments this quarter.

• 267 access decisions have been made in the quarter, of which 196 met access and are still active.

• 14 (6.7%) 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 489 (4.5% of all participants).

• 11 (5.2%) 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 1,043 (9.7% of all participants). 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 2023, the Outcome results include participants who have been in the Scheme for at least two years. Trial participants (participants with initial plans approved prior to one July 2016) are excluded. The following four indicators are outcomes measures from the corporate plan.

• The participant employment rate for those aged 15 - 64 years increased from 30% at baseline to 31% at the latest reassessment.

• The participant social and community engagement rate for those aged 15+ years increased from 36% at baseline to 42% at the latest reassessment.

• The parent and carer employment rate across all ages increased from 56% at baseline to 62% at the latest reassessment.

• The participant perception of choice and control for those aged 15+ years 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 both the current and previous quarter:

• At the 'access' stage, this percentage cannot be measured for the quarters ending 30 September 2023 and 31 December 2023.

• At the 'pre-planning' stage, this percentage cannot be measured for the quarters ending 30 September 2023 and 31 December 2023.

• At the 'planning' stage, this percentage increased from 73% in the quarter ending 30 September 2023 to 80% in the quarter ending 31 December 2023.

• At the 'plan reassessment' stage, this percentage decreased from 67% in the quarter ending 30 September 2023 to 63% in the quarter ending 31 December 2023.

## Participant Service Guarantee

The following statistics measure performance against the Participant Service Guarantee metrics. These statistics look at the percentage of cases meeting the Service Guarantee target in the quarters ending 30 September 2023 and 31 December 2023. The Participant Service Guarantee measures currently do not include participants who have migrated to the new computer system. However, the Participant Service Guarantee measures are being remediated where there is a similar process and data available between the new and old systems. Where these results remain unreliable for this quarter, n/a has been substituted until these are resolved further.

The following metric is concerned with the General service type. The metric number and description is provided below followed by the percentages themselves:

• Participant Service Guarantee number 1: Explain a previous decision within 28 days after a request for explanation is received. This was 100% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

The following three metrics are concerned with Access:

• Participant Service Guarantee number 2: Make an access decision, or request for more information within 21 days after an access request has been received. This was 99% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

• Participant Service Guarantee number 3: Allow sufficient time (90 days) for prospective participants to provide information, after NDIA has requested further information. This was 100% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

• Participant Service Guarantee number 4: Make an access decision within 14 days after more information has been provided. This was 93% at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

The following three metrics relate to Planning:

• Participant Service Guarantee number 5: Commence facilitating the preparation of a plan within 21 days after an access decision has been made. This was 99% at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

• Participant Service Guarantee number 6: Approve a participant's plan within 56 days after an access decision has been made (excludes those ECA [Early Childhood Approach] that have received initial supports). This was 97% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

• Participant Service Guarantee number 7: Approve a plan for ECA participants within 90 days after an access decision has been made. This was 100% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.ECA stands for early childhood approach.

The following metric relates to Implementation:

• Participant Service Guarantee number 9: If the participant accepts the offer, hold a plan implementation meeting within 28 days. This was 100% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

The following three metrics relate to Plan Reassessments:

• Participant Service Guarantee number 11: Commence facilitating a scheduled plan reassessment at least 56 days prior to the scheduled reassessment date. This was 75% at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

• Participant Service Guarantee number 12: Decide whether to undertake a Participant Requested Plan Reassessment within 21 days after the request is received. This was 77% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

• Participant Service Guarantee number 13: Complete a reassessment within 28 days after the decision to accept the request was made. This was 68% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

The following two metrics relate to Plan Amendments:

• Participant Service Guarantee number 14: Amend a plan within 28 days after the receipt of information that triggers the plan amendment process. This was 93% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

• Participant Service Guarantee number 15: Amend a plan within 50 days after the receipt of information relating to a complex quote that triggers a plan amendment process. This metric cannot be measured for the quarters ending 30 September 2023 and 31 December 2023.

The following two metrics relate to Reviewable Decisions:

• Participant Service Guarantee number 17: Complete an Internal Review of a Reviewable Decision within 60 days after a request is received. This was 95% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

• Participant Service Guarantee number 18: Implement an Administrative Appeals Tribunal decision to amend a plan within 28 days after the Administrative Appeals Tribunal decision is made. This was 94% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

The following two metrics are concerned with Nominees:

• Participant Service Guarantee number 19: Cancel participant requested nominee within 14 days. This was 100% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

• Participant Service Guarantee number 20: Cancel CEO initiated nominee within 14 days. This metric cannot be measured for the quarters ending 30 September 2023 and 31 December 2023.

The Participant Service Guarantee metrics are based on the recommendations of the 2019 Tune Review. 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. It introduces changes that provide greater flexibility for participants and the NDIA to amend plans.

## Provider and market metrics

A table displays the following key statistics on Australian Capital Territory market supply and participant costs as at 31 December 2023 and as at 30 September 2023:

• The total number of active providers (with at least one claim) increased from 1,747 as at 30 September 2023 to 1,809 as at 31 December 2023. Active providers means those who have received payment for supports provided to Agency-managed participants and plan managers.

• The total number of active providers in the last quarter increased from 480 as at 30 September 2023 to 484 as at 31 December 2023. Active providers means those who have received payment for supports provided to Agency-managed participants and plan managers.

• Utilisation (which is calculated as a six month rolling average with a three month lag) remained stable at 77%, from 30 September 2023 to 31 December 2023.

• The following relates to plan utilisation by service district. The proportion of service districts that are more than 10 percentage points below the benchmark remained stable at 0%, as at 30 September 2023 and as at 31 December 2023. The ‘benchmark’ in this analysis is the national average after adjusting for the proportion of participants in Supported Independent Living (SIL) 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 goes to the top 10 providers remained stable at 0%, as at 30 September 2023 and as at 31 December 2023.

• The proportion of payments paid within five days remained stable at 99.8% from 30 September 2023 to 31 December 2023. The payment enquiries come from the Provider Portal, Participant Portal and NDIS App.

• Total payments from 1 July 2023 to 30 September 2023 were $150 million and from 1 July 2023 to 31 December 2023 were $299 million.

• Total annualised plan budgets increased from $745 million as at 30 September 2023 to $759 million as at 31 December 2023. Total annualised plan budgets refer to those in the current plans of active participants at the end of quarter.

• Total plan inflation (current quarter percentage per annum) decreased from 12.5% in the September 2023 quarter to 6.5% in the December 2023 quarter. Total plan inflation consists of plan budget changes occurring at plan reassessment as well as changes occurring within a plan between reassessments. The Annual Pricing Review saw price limit increases on one July where unspent portions of plan budgets were increased in line with indexation rates in July to maintain the purchasing power of remaining plans. There has been a one-off 2.42% increase in intraplan and total inflation during the month of July 2023.

• Inflation at plan reassessment (current quarter percentage per annum) decreased from 4.8% in the September 2023 quarter to 2.4% in the December 2023 quarter.

• Inflation within a plan, between reassessments (current quarter percentage per annum) decreased from 7.7% in the September 2023 quarter to 4.1% in the December 2023 quarter.

• Socioeconomic equity increased from 109% in the September 2023 quarter to 118% in the December 2023 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).

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

• Total annualised plan budgets as at 31 December 2023 were $759 million and payments from one July 2023 were $299 million.

• The number of active providers at the end of December is 1,809, having grown by 4% in the quarter.

• Utilisation has been 77% from one April 2023 to 30 September 2023, compared with an adjusted national benchmark of 79%.

• There were no providers receiving more than 70% of payments.

• The average annualised plan budget at the end of December for active participants is $70,600 ($423,100 for participants in Supported Independent Living (SIL) and $49,400 for participants not in SIL).

• The average payment for the 12 month ending 31 December 2023 is $55,900 ($380,200 for participants in Supported Independent Living (SIL) and $36,200 for participants not in SIL).