

Transcript for Northern Territory Quarterly Performance Dashboard as at 31 December 2019

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 Northern Territory participant pathway experience as at 31 December 2019 and 30 September 2019.

- The number of active participants, excluding Early Childhood Early Intervention, also known as E-C-E-I, increased from 2,582 as at 30 September 2019 to 2,819 as at 31 December 2019.
- The number of children in the E-C-E-I gateway receiving initial supports decreased from 40 as at 30 September 2019 to 38 as at 31 December 2019.
- The number of children in the E-C-E-I gateway not receiving initial supports decreased from 70 as at 30 September 2019 to 67 as at 31 December 2019.
- Plans approved (including E-C-E-I with initial supports) versus Bilateral Estimate as a proportion of scheme to date increased from 50% as at 30 September 2019 to 51% as at 31 December 2019.
- The intake as a proportion of operational target for the year to date decreased from 132% as at 30 September 2019 to 100% as at 31 December 2019.
- The proportion of participants fully or partially self managing their plan (transition only) for the year to date remained stable at 19%, from 30 September 2019 to 31 December 2019.
- The proportion of plans activated within 90 days for the year to date decreased from 83% as at 30 September 2019 to 82% as at 31 December 2019. Trial participants are excluded. Participants with initial plans approved after the end of 2018-19 quarter 4 have been excluded from the analysis. They are relatively new and it is too early to examine their durations to activation.
- The participant plan reviews as a proportion of plan review target for the year to date decreased from 138% as at 30 September 2019 to 55% as at 31 December 2019.
- The number of participant plan reviews completed increased from 501 in the quarter ending 30 September 2019 to 783 in the quarter ending 31 December 2019.
- The number of access decisions in progress decreased from 117 as at 30 September 2019 to 78 as at 31 December 2019.
- The average number of days to complete an access decision for participants with ages 0 to 6 decreased from 9 in the quarter ending 30 September 2019 to 6 in the quarter ending 31 December 2019.
- The average number of days to complete an access decision for participants with ages 7 or above decreased from 14 in the quarter ending 30 September 2019 to 7 in the quarter ending 31 December 2019.

- The average number of days to complete first plan after the access requirements have been met for participants with ages 0 to 6 increased from 39 in the quarter ending 30 September 2019 to 41 in the quarter ending 31 December 2019.
- The average number of days to complete first plan after the access requirements have been met for participants with ages 7 or above increased from 81 in the quarter ending 30 September 2019 to 91 in the quarter ending 31 December 2019.

A chart displays the change in plan approvals between 30 September 2019 and 31 December 2019.

There were 2,582 active participants (excluding E-C-E-I) as at 30 September 2019. During 2019-2020 quarter 2, there were 257 plan approvals and a negative net movement of 20 participants across jurisdictions and scheme exits. This resulted in 2,819 active participants (excluding E-C-E-I) as at 31 December 2019. Additionally, there were 38 children in the E-C-E-I gateway receiving initial supports as at 31 December 2019. When including E-C-E-I, the total number of active participants (including E-C-E-I) as at 31 December 2019 was 2,857.

The following key statistics summarise the Northern Territory performance as at 31 December 2019.

- 2,936 participants have entered the scheme (including E-C-E-I) since July 2013 and currently reside in the Northern Territory. 2,857 of these continue to be active.
- 977 active participants are receiving supports for the first time.
- In the current quarter, 257 participants have entered the scheme and there are 38 children with initial supports in the E-C-E-I gateway at the end of December 2019.
- On a year to date basis, 535 participants have entered the scheme (with an initial approved plan) which is 100% of the operational target.
- 783 plans have been reviewed this quarter. On a year to date basis, total reviews completed are at 55% of the plan review operational target.
- 404 access decisions have been made in the quarter, 321 of which met access and are still active as at 31 December 2019.
- 108 (42.0%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in NT to 1,402 (49.7%).
- 55 (21.4%) of the new active participants this quarter are culturally and linguistically diverse, also known as CALD, taking the total number of CALD participants in NT to 754 (26.7%).

Section 2 Provider and Market Metrics

A table displays the following key statistics on Northern Territory provider and market metrics as at 31 December 2019 and at 30 September 2019.

- The total number of active providers (with at least one claim ever) increased from 374 as at 30 September 2019 to 420 as at 31 December 2019. 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 194 as at 30 September 2019 to 217 as at 31 December 2019. 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) decreased from 63% as at 30 September 2019 to 60% as at 31 December 2019.
- Plan utilisation by region. The proportion of regions that are more than 10 percentage points below the benchmark remained stable at 50%, from 30 September 2019 to 31 December 2019. The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each region and the length of time participants had been in the Scheme.
- Market concentration. The proportion of regions where the top 10 providers supply more than 85% of the supports \$ remained stable at 67%, from 30 September 2019 to 31 December 2019.
- The proportion of payments paid within 5 days (portal) decreased from 99.6% as at 30 September 2019 to 99.3% as at 31 December 2019.
- The growth in annualised plan budget increased from 16.5% as at 30 September 2019 to 22.3% as at 31 December 2019. This measure is based on plans reviewed in the current quarter.

The following comments are made regarding the Northern Territory provider and market metrics as at 31 December 2019.

- The number of active providers at the end of December is 420, growing by 12% in the quarter. Part of this change is caused by the net movement into the Northern Territory since 30 September.
- Utilisation was 60% in the six months from 1 April 2019 to 30 September 2019, with 50% of regions in the Northern Territory more than 10 percentage points below the adjusted national benchmark.
- In 67% of regions, the top 10 providers provide more than 85% of supports by value.

A chart displays the Northern Territory distribution of regions by plan utilisation as at 31 December 2019. The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each region and the length of time participants had been in the Scheme.

3 out of 6 (50%) regions are more than 10 percentage points below the adjusted national benchmark.

3 out of 6 (50%) regions are between 5 and 10 percentage points below the adjusted national benchmark.

The following regions are below benchmark:

- East Arnhem: 27% versus 65% benchmark.
- Barkly: 38% versus 75% benchmark.
- Darwin Remote: 34% versus 61% benchmark.
- Katherine: 67% versus 76% benchmark.
- Darwin Urban: 64% versus 73% benchmark.
- Central Australia: 68% versus 76% benchmark.

A chart displays the Northern Territory distribution of regions by market concentration as at 31 December 2019.

4 out of 6 (67%) regions have between 90% and 95% of payments going to the 10 largest providers.

2 out of 6 (33%) regions have between 65% and 85% of payments going to the 10 largest providers.

The following regions are above benchmark:

- Barkly: 94% versus 85% benchmark.
- Central Australia: 92% versus 85% benchmark.
- Katherine: 92% versus 85% benchmark.
- East Arnhem: 91% versus 85% benchmark.

Section 3 Regional Summaries

A chart displays the active participants by region as at 31 December 2019.

A chart displays the average annualised committed supports and utilisation by region.

Note: 'Other' includes participants with regional information missing.

The following comments are made regarding the Northern Territory experience at region level as at 31 December 2019.

- Darwin Urban has the highest number of active participants (1,613), while Katherine has the lowest (148).
- Central Australia has the highest average annualised committed supports. This is partially driven by a high proportion of SIL participants compared with other Northern Territory regions.
- Central Australia has the highest utilisation at 68%, whilst East Arnhem has the lowest utilisation (27%).
- Only utilisation of committed supports from 1 April 2019 to 30 September 2019 is shown, as experience in the most recent 3 months is still emerging.

Section 4 Participant Outcomes and Satisfaction

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

For Outcomes measures as at 31 December 2019. Outcomes measures represent the weighted average for participants aged 15 and over, and compare the responses at the participants' second plan review, with the result at scheme entry (which constitutes the Baseline). These results only include participants who had their first plan approved between 1 January 2017 and 31 December 2017 and have had a second plan review to date. The following three indicators are outcomes measures.

- The percentage of participants involved in community / social activities increased from 50% at Baseline to 55% at the second review.
- The percentage of participants in work increased from 8% at Baseline to 10% at the second review.
- The percentage of participants who choose who supports them decreased from 21% at Baseline to 20% at the second review.

The following result indicates participant satisfaction with the Agency planning process in the current versus previous quarter. The proportion who responded good or very good decreased from 100% as at 30 September 2019 to 79% as at 31 December 2019.