

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2013-14 Supplementary Estimates Hearings

Outcome Number: 5

Question No: 340

Topic: Trial Site Statistics

Hansard Page: Written

Senator Moore asked:

"Please provide current data on the following:- Number of walk-ins to site offices, by State - Outcomes for walk-ins to site offices, by State and outcome - Hits on the DisabilityCare Australia website, with My Access Checker use and outcome, by State (YTD) - Key processes by State - Demographics of eligible participants by State - Cumulative disability types of participants by State (YTD). - Number of active participants with approved plans, split by disability type and demographics - Financial value of funded support, by State, split by disability type (YTD) - Aggregate financial value of funded supports, split by disability type and support category (YTD) - Reviews by State - Number of provider registrations, by State, split by expected/actual - Complaints and Feedback - Aggregate number of fraud cases, by risk type - Aggregate number of fraud cases, by source - Aggregate number of tip-offs received, by source"

Answer:

The information contained in the tables below relate to data as at 30 September 2013.

Table 1: Number of walk-ins to site offices, by state (YTD)

	NSW	SA	TAS	VIC	Total
Walk-ins	1,110	165	305	592	2,172

Table 2: Outcomes for walk-ins to site offices, by state and outcome (YTD)

	NSW	SA	TAS	VIC	ALL
Brochures	136	25	96	60	317
Discussion with LAC	113	12	10	210	345
Discussion with RSO	303	44	64	11	422
Referred to outside body	8	10	10	9	37
Use of Kiosk	29	16	23	28	96
Appointment with planner	128	3	21	13	165

Table 3: Hits on the National Disability Insurance Scheme website, with My Access Checker use and outcome, by state (YTD)

	Website Hits	My Access Checker Hits	My Access Checker Outcome				
			Incomplete	Met	Did not meet		
					Age	Disability	Residence
ACT	55,106	788	0	0	0	0	788
NSW	359,653	9,322	319	2,591	43	92	6,277
NT	1,367	98	0	0	0	0	98
QLD	163,067	3,483	0	0	0	0	3,483
SA	101,263	2,899	143	998	1,738	18	2
TAS	15,664	1,003	60	475	446	20	2
VIC	308,943	8,244	304	2,617	47	104	5,172
WA	82,680	1,214	0	0	0	0	1,214
Other	13,869	n/a	n/a	n/a	n/a	n/a	n/a
Total	1,101,612	27,051	826	6,681	2,274	234	17,036

Table 4: Key processes by state (YTD)¹

Key Process	NSW	SA	TAS	VIC	Total
Access requests lodged	1,009	522	401	1,290	3,222
Eligibility determinations*	603	292	248	886	2,029
<i>Disability New</i>					375
<i>Disability Existing</i>					1,206
<i>Early Intervention New</i>					146
<i>Early Intervention Existing</i>					302
<i>Continuity of support</i>					11
<i>Disability ex EI</i>					4
<i>Other applicants</i>					0
Plans in Progress	268	201	68	336	873
Access Determinations underway	279	207	77	348	911
Plans complete	259	145	153	364	921

¹ To avoid the possibility that any participant could be identified, a breakdown by state has not been provided.

* Eligibility determinations include only Disability New, Disability Existing, Early Intervention New, and Early Intervention Existing.

Table 5: Demographics of eligible participants by state (YTD)

	Total	ATSI	CALD	Male	Female	X [#]
NSW	603	1.3%	2.5%	54%	46%	0%
SA	292	1.0%	2.1%	62%	38%	0%
TAS	248	1.6%	0.4%	64%	36%	0%
VIC	886	1.0%	1.6%	56%	44%	0%
ALL	2,029	1.2%	1.8%	57%	43%	0%

[#] Intersex, indeterminate sex and/or gender

Table 6: Cumulative eligible participants, split by disability type and state (YTD) ¹

	Physical	Intellectual / Learning	Neurological	Psychiatric	Sensory	Unclassified
NSW						
SA						
TAS						
VIC						
ALL	295	1190	335	45	145	19

¹ To avoid the possibility that any participant could be identified, a breakdown by state has not been provided.

Table 7: Number of active participants with approved plans, split by disability type and demographics (YTD) ¹

	Approved Plans	ATSI	CALD	Male	Female	X [#]	Physical	Intellectual/ Learning	Neurological	Psychiatric	Sensory/ Speech	Unclassified
NSW	259	2%	2%	53%	47%	0%						
SA	145	0%	3%	61%	39%	0%						
TAS	153	1%	0%	59%	41%	0%						
VIC	364	2%	1%	56%	44%	0%						
ALL	921	2%	2%	57%	43%	0%	4%	65%	22%	2%	6%	0%

¹ To avoid the possibility that any participant could be identified, a breakdown by state has not been provided.

[#] Intersex, indeterminate sex and/or gender

Table 8: Financial value of funded support, by state, split by disability type (YTD)

	Approved Amount	Physical	Intellectual/ Learning	Neurological	Psychiatric	Sensory/ Speech	Unclassified
NSW	11,569,224	275,066	7,383,193	2,550,418	916,012	394,341	50,193
VIC	14,749,617	610,231	9,317,927	4,622,678	79,165	119,617	0
SA	1,719,876	106,902	874,136	497,215	0	241,624	0
TAS	7,688,988	134,053	5,470,086	1,972,973	64,780	27,074	20,023
TOTAL⁺	35,727,705	1,126,252	23,045,343	9,643,284	1,059,956	782,655	70,216

⁺ All values have been rounded to the nearest whole dollar. Discrepancies in totals are due to rounding.

Table 9: Aggregate financial value of funded supports, split by disability type and support category (YTD)

Support Category	ALL	Physical	Intellectual/ Learning	Neurological	Psychiatric	Sensory/ Speech	Not Recorded
Communication	8,867,598	299,322	5,669,935	2,088,657	382,186	419,003	8,494
Community - Social and Civic	7,061,905	119,360	5,097,366	1,712,321	103,655	29,202	0
Community	300	0	300	0	0	0	0
Domestic Life	4,809,109	124,696	3,393,723	1,074,168	203,177	13,345	0
Mobility	1,606,305	102,749	625,487	829,795	3,690	41,359	3,225
Self-care	8,677,491	455,804	4,809,605	3,057,832	257,206	58,525	38,519
Learning and Knowledge	759,747	0	692,120	60,767	0	6,860	0
Interpersonal Relationships	765,854	0	604,114	143,053	4,513	14,174	0
Employment	841,698	0	737,463	83,696	12,091	8,448	0
General Tasks and Demands	1,976,115	24,321	1,089,976	558,736	93,030	190,074	19,978
Education	361,584	0	325,254	34,259	409	1,663	0
Total +	35,727,705	1,126,252	23,045,343	9,643,284	1,059,956	782,655	70,216

+ All values have been rounded to the nearest whole dollar. Discrepancies in totals are due to rounding.

Table 10: Reviews by state (YTD)

Internal Reviews					
Requests received	0	0	0	0	0
Resolved	0	0	0	0	0
External Reviews					
Requests lodged with AAT	0	0	0	0	0
Determined by AAT	0	0	0	0	0

Table 11: Number of provider registrations, by state, split by expected/actual

Provider registration	Expected first quarter	Actuals (YTD)
# Registrations received	650	(1095)
# NSW	215	(379)
# VIC	170	(365)
# TAS	215	(109)
# SA	50	(152)
# Registrations approved	260	(690)
# Registrations on hand pending third party	0	(103)

Table 12: Complaints and Feedback (YTD)

	Number
Feedback/complaints received	37
Acknowledged (24 hrs)	30
Phoned (48 hrs)	16
Resolved standard (21 days)	1
Complex response final (days)	13

Table 13: Aggregate number of fraud cases, by risk type (YTD)

	Total activity	Identity	Address	Information	Provider	Other	Multi-agency	Resolved
Cases	5	1	2	2	0	0	2	4

Table 14: Aggregate number of fraud cases, by source (YTD)

	Total activity	Tip off	Staff alert	Random selections	Targeted Selections	Analytics	Other agency
Cases	5	1	2	1	0	0	1

Table 15: Aggregate number of tip-offs received, by source (YTD)

	Total reports	Hotline	Email from website	Anonymous	Actionable	Referred to another agency
Cases	5	2	1	1	2	3