

Participants and Planning

Participant Pathway Experience	As at 31 Dec	As at 30 Sep
Active participants (excluding ECEI)	432,649	412,543
Children in the ECEI gateway receiving Initial Supports	9,560	8,639
Children in the ECEI gateway not receiving Initial Supports	534	1,080
Proportion of participants fully or partially self managing their plan	31%	31%
Proportion of plans activated within 90 days*	86%	86%
Number of participant plan reviews completed**	90,933	86,792
Access decisions in progress	9,195	9,177
Children benefiting from the Scheme no longer needing supports (% p.a.)***	2.3%	2.3%
Participant Service Guarantee (PSG) - proportion which met target ****		
2: Access decision made or further information requested within 21 days of access request	100%	100%
4: Access decision made within 14 days of final information being provided	98%	100%
5: Commence facilitating the preparation of a plan, within 21 days of an access decision has been made	74%	75%
6: First plan approved after access decision has been made for participants aged 7 or above, within 90 days	92%	92%
7: First plan approved after access decision has been made for participants aged 0 to 6, within 70 days	98%	98%
11: Commence facilitating a scheduled plan review 56 days prior to the scheduled review date*****	61%	65%
12: Decision made to undertake Participant Requested Reviews (PRRs) within 21 days	100%	100%
13: Participant Requested Reviews (PRRs) completed after decision made within 42 days	72%	74%
17: Reviews of Reviewable Decisions (RoRDs) completed after request is received within 90 days	98%	99%

* Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 Q4 have been excluded from the analysis. They are relatively new and it is too early to examine their durations to activation.

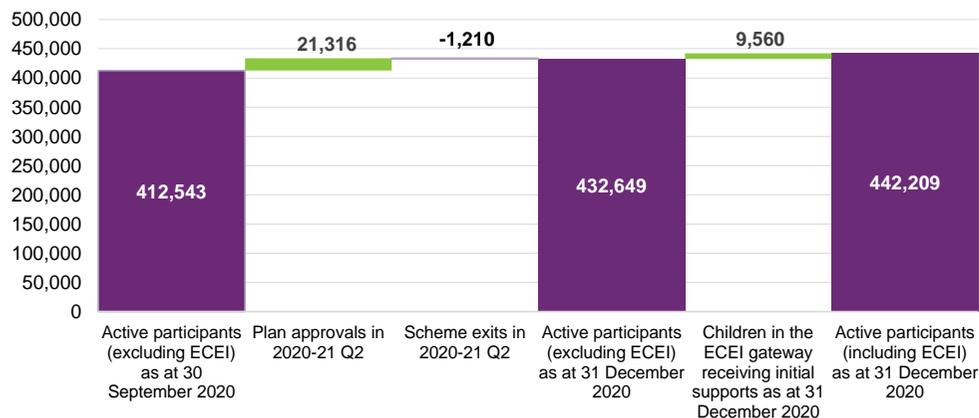
** Plans less than 30 days in duration have been excluded. The number of plan reviews during September 2020 quarter have been restated at 31 December 2020 due to retrospective changes in underlying data.

*** This is annualised rate of exits from the Scheme by participants aged 0 to 14, as well as the exits from the ECEI Gateway (that are not Access Met). The rate for the September 2020 quarter has been restated due to retrospective changes in the underlying data.

**** The results for the PSG timeframes shown are based on preliminary calculations and the methodology used to determine them may be refined further. The measurement of the remaining PSG timeframes is under development.

***** Despite current underachievement of this scheduled review target, 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.

Change in active participants between 30 Sep 2020 and 31 Dec 2020



Performance summary:

- 457,668 participants have entered the Scheme (incl ECEI) since July 2013. 442,209 of these continue to be active.
- 212,504 active participants are receiving supports for the first time.
- In the current quarter, 21,316 participants have entered the Scheme and there are 9,560 children with initial supports in the ECEI gateway at the end of December 2020.
- 90,933 plans have been reviewed this quarter.
- 28,346 access decisions have been made in the quarter, 21,985 of which met access and are still active as at 31 December 2020.
- 1,911 (9.0%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants nationally to 29,085 (6.7%).
- 2,226 (10.5%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants nationally to 40,391 (9.3%).

Provider and Market Metrics

Market supply and participant costs	As at 31 Dec	As at 30 Sep
Total number of active providers (with at least one claim ever)*	15,708	15,319
Total number of active providers in last quarter*	9,142	9,150
Utilisation (6 month rolling average with 3 month lag) (%)	67%	69%
Plan utilisation by service district (% of service districts that are more than 10 percentage points below the benchmark)**	10%	10%
Market concentration (% of service districts where more than 85% of payments for supports go to the top 10 providers)	9%	10%
Payments paid within 5 days (portal) (%)	99.8%	99.8%
Growth in annualised plan budget (current quarter reviews %) ***	3.7%	8.5%

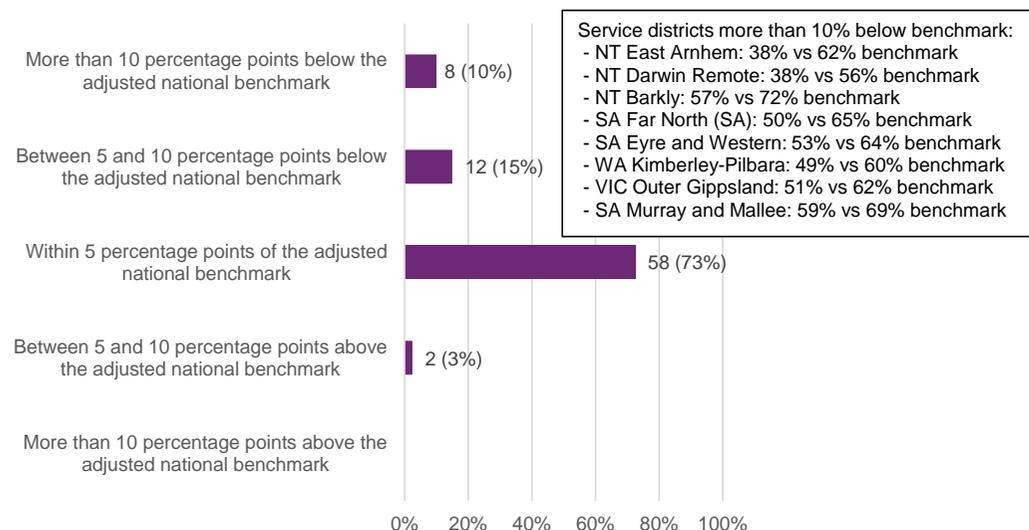
* Active providers refer to those who have received payment for supporting Agency-managed participants.

** 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 had been in the Scheme.

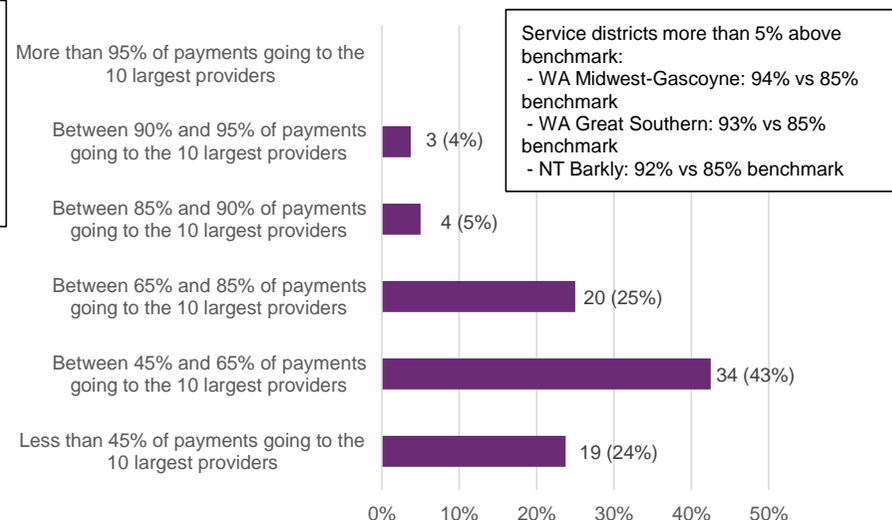
*** The rate of growth for the September 2020 quarter has been restated due to retrospective changes in the underlying data.

- The number of active providers at the end of December is 15,708, growing by 3% in the quarter.
- Utilisation was 67% from 1 April 2020 to 30 September 2020, with 10% of service districts in Australia more than 10 percentage points below the adjusted national benchmark.
- In 9% of service districts, the top 10 providers provide more than 85% of supports by value.

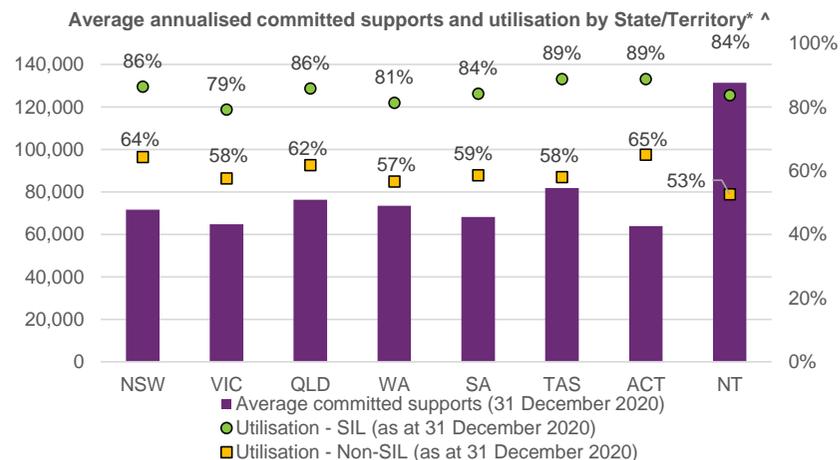
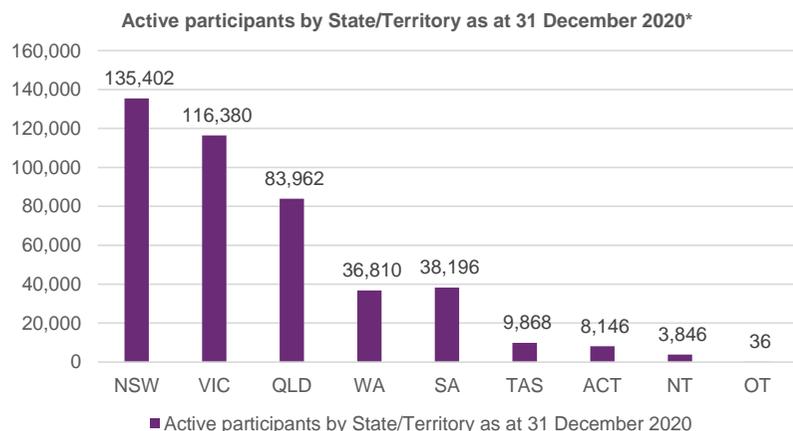
Distribution of service districts by plan utilisation**



Distribution of service districts by market concentration



Summaries by State/Territory



*There are 2 active participants at 31 December 2020 with Missing State/Territory information, these participants are not shown in the charts above.

^Given the small size of the OT group, average annualised committed supports and utilisation for OT are not shown.

- NSW has the highest number of active participants (135,402).
- There are 36 active participants who reside in Other Territories (OT) including Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
- NT has the highest average annualised committed supports. This is partially driven by a higher proportion of SIL participants compared with other States/Territories.
- The utilisation of SIL participants is consistently higher than for non-SIL participants across every State/Territory. On a national basis, utilisation was 84% for SIL participants and 61% for non-SIL participants.
- Duration in the Scheme is also a key driver of utilisation. Participants utilise a greater proportion of their subsequent plans when compared to their initial plan. Utilisation for participants on their first plan is 50% compared with 63% for those on their second plan and 71% for those on subsequent plans. (This excludes participants receiving in-kind supports as it is not possible to accurately separate in-kind payments and committed amounts between plans.)
- Only utilisation of committed supports from 1 April 2020 to 30 September 2020 is shown, as experience in the most recent 3 months is still emerging.

Participant Outcomes and Satisfaction

Participant Outcomes and Satisfaction

Participant and Scheme Outcome metrics from the Corporate Plan as at 31 December 2020*

- Participant employment rate - ages 15 and over
- Participant social and community engagement rate - ages 15 and over
- Parent and carer employment rate - all ages

% of Participants rating their overall experience as Very Good or Good by pathway stage – current quarter **

- Access
- Pre-planning
- Planning
- Plan review

	Latest Review	Baseline
Participant employment rate - ages 15 and over	23%	22%
Participant social and community engagement rate - ages 15 and over	46%	36%
Parent and carer employment rate - all ages	49%	46%
2020-21 Q2		
Access	78%	
Pre-planning	78%	
Planning	84%	
Plan review	75%	

*These Outcomes results only include participants who have been in the Scheme for at least two years. Trial participants are excluded. The measures compare the responses at the participants' most recent plan review, with the result at Scheme entry (Baseline).

** Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change has resulted in a 'break' in the time series, meaning the previous quarterly results do not compare well with this quarter's result. Hence, this comparison is not included here.