

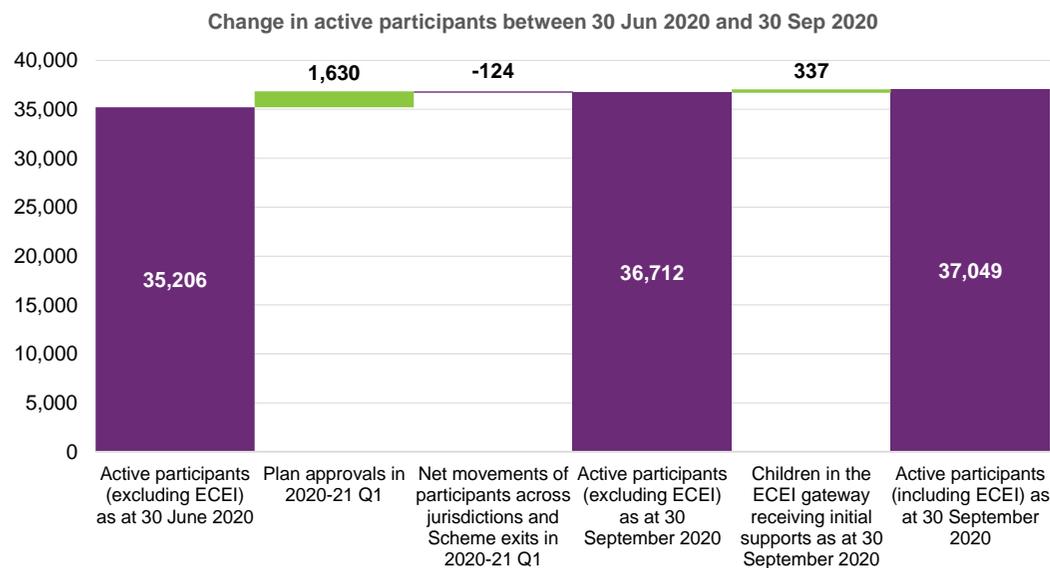
Participants and Planning

Participant Pathway Experience	Period	As at 30 Sep	As at 30 Jun
Active participants (excluding ECEI)	Current Quarter	36,712	35,206
Children in the ECEI gateway receiving Initial Supports	Current Quarter	337	338
Children in the ECEI gateway not receiving Initial Supports	Current Quarter	12	79
Plans approved (including ECEI with initial supports) vs Bilateral Estimates*	Scheme to date	121%	116%
Proportion of participants fully or partially self managing their plan	Current Quarter	25%	25%
Proportion of plans activated within 90 days**	Current Quarter	85%	85%
Number of participant plan reviews completed***	Current Quarter	7,296	9,167
Proportion of decisions made to undertake Participant Requested Reviews (PRRs) within 21 days	Current Quarter	100%	100%
Proportion of Participant Requested Reviews (PRRs) completed after decision made within 42 days	Current Quarter	68%	57%
Proportion of Reviews of Reviewable Decisions (RoRDs) completed after request is received within 90 days	Current Quarter	99%	88%
Access decisions in progress	Current Quarter	728	664
Proportion of access decisions	Current Quarter		
Made or further information requested within 21 days of access request		100.0%	100.0%
Made within 14 days of final information being provided		99.7%	99.7%
Proportion of first plan approved after access decision has been made	Current Quarter		
For participants aged 0 to 6, within 70 days		98%	93%
For participants aged 7 or above, within 90 days		89%	70%

* Bilateral Estimates as at 30 June 2019.

** Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 Q3 are excluded. 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.



Performance summary:

- 38,828 participants have entered the Scheme (incl ECEI) since July 2013 and currently reside in South Australia. 37,049 of these continue to be active.
- 21,211 of active participants are receiving supports for the first time.
- In the current quarter, 1,630 participants have entered the Scheme and there are 337 children with initial supports in the ECEI gateway at the end of September 2020.
- 7,296 plans have been reviewed this quarter.
- 2,137 access decisions have been made in the quarter, 1,666 of which met access and are still active as at 30 September 2020.
- 116 (7.1%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in SA to 2,054 (5.6%).
- 144 (8.8%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants in SA to 2,737 (7.5%).

Provider and Market Metrics

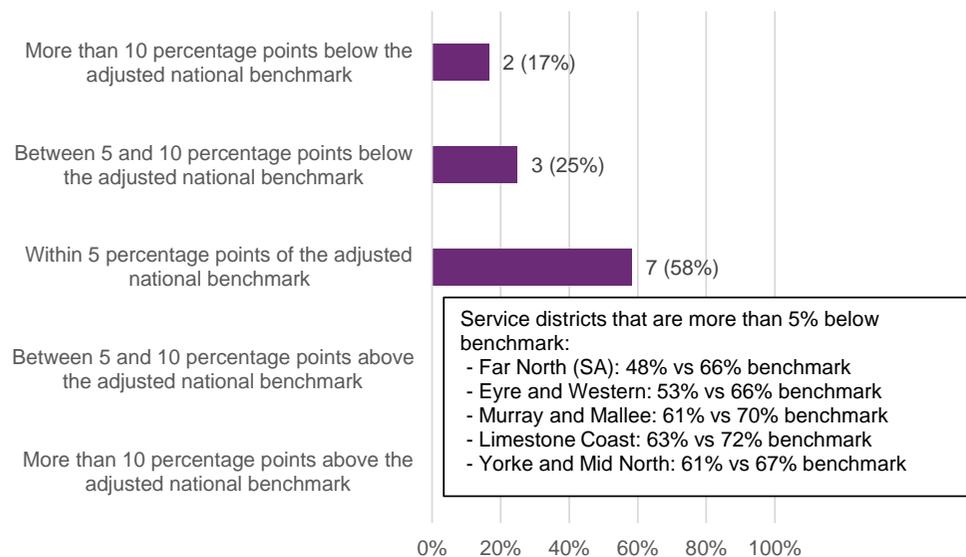
Market supply and participant costs	As at 30 Sep	As at 30 Jun
Total number of active providers (with at least one claim ever)*	1,906	1,809
Total number of active providers in last quarter*	835	821
Utilisation (6 month rolling average with 3 month lag) (%)	68%	68%
Plan utilisation by service district (% of service districts that are more than 10 percentage points below the benchmark)**	17%	25%
Market concentration (% of service districts where more than 85% of payments for supports go to the top 10 providers)	8%	17%
Payments paid within 5 days (portal) (%)	99.9%	99.8%
Growth in annualised plan budget (current quarter reviews %)	7.1%	16.9%

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

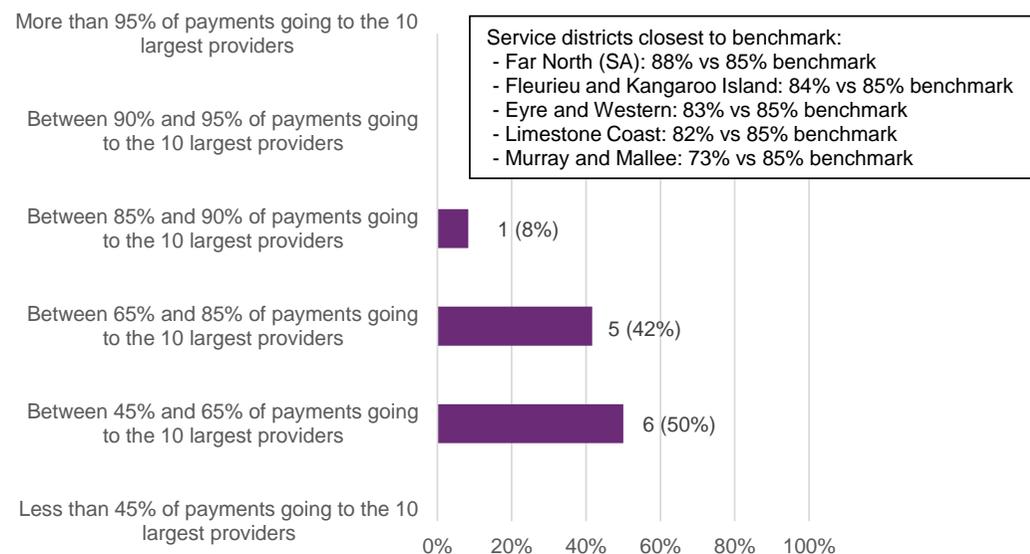
** The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each service district and the length of time participants had been in the Scheme.

- The number of active providers at the end of September is 1,906, growing at 5% in the quarter.
- Utilisation has been 68% from 1 January 2020 to 30 June 2020, with 17% of service districts in South Australia more than 10 percentage points below the adjusted national benchmark.
- In 8% of service districts, the top 10 providers provide more than 85% of supports by value.

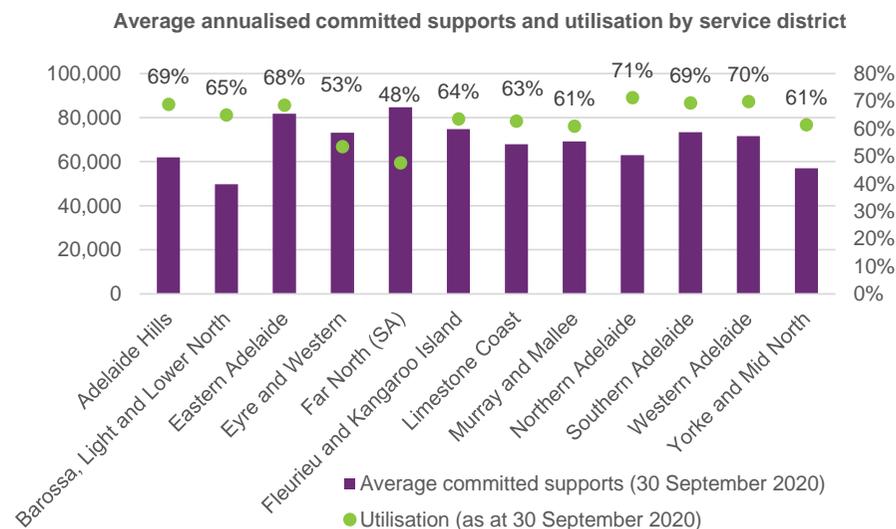
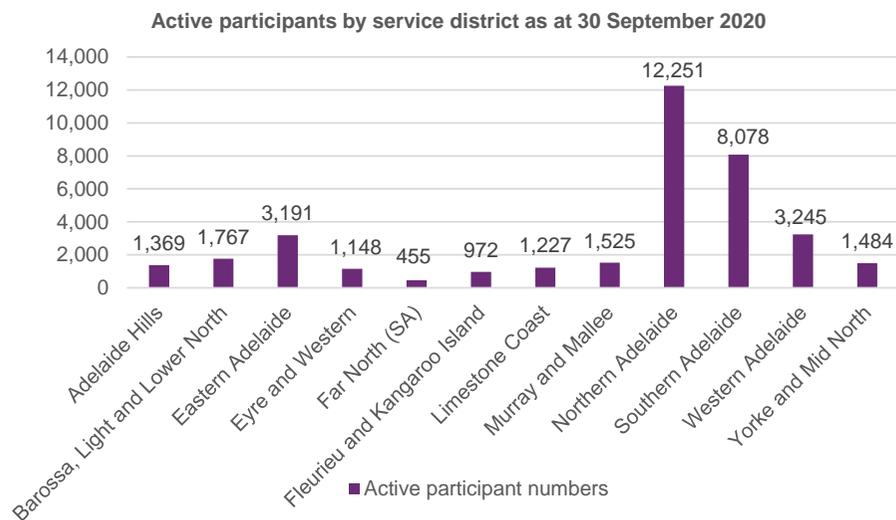
Distribution of service districts by plan utilisation**



Distribution of service districts by market concentration



Service District Summaries



- Northern Adelaide has the highest number of active participants (12,251), while Far North (SA) has the lowest (455).
- Far North (SA) has the highest average annualised committed supports, followed by Eastern Adelaide.
- Northern Adelaide has the highest utilisation at 71%, whilst Far North (SA) has the lowest utilisation at 48%.
- Only utilisation of committed supports from 1 January 2020 to 30 June 2020 is shown, as experience in the most recent 3 months is still emerging.

Participant Outcomes and Satisfaction - Quarterly results

Participant Outcomes and Satisfaction

Participant and Scheme Outcome metrics from the Corporate Plan as at 30 September 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

Latest review

28%
41%
49%

Baseline

27%
36%
46%

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

- Access
- Pre-planning
- Planning
- Plan review

2020-21 Q1

85%
84%
84%
86%

2019-20 Q4**

79%
84%
83%
88%

*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).

** Participant satisfaction results for 2019-20 Q4 have been restated using data as at 30 September 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.