

Participants and Planning

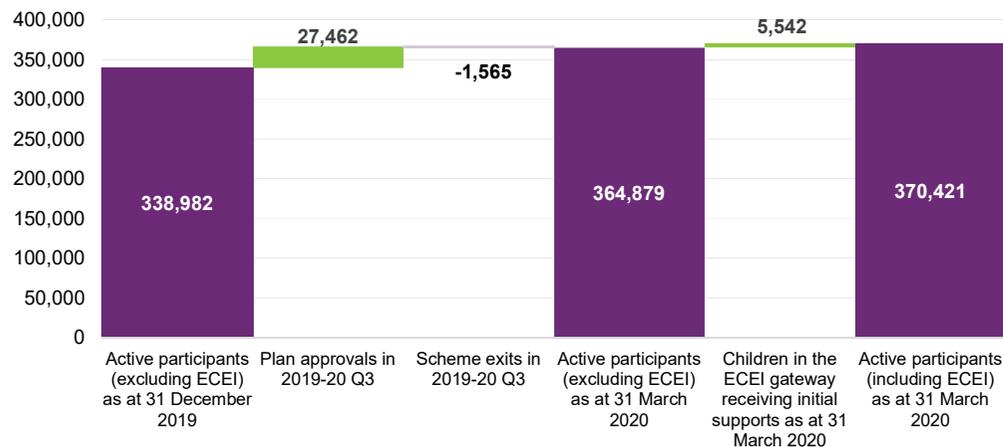
Participant Pathway Experience	Period	As at 31 Mar	As at 31 Dec
Active participants (excluding ECEI)	Current Quarter	364,879	338,982
Children in the ECEI gateway receiving Initial Supports	Current Quarter	5,542	2,678
Children in the ECEI gateway not receiving Initial Supports	Current Quarter	5,851	8,175
Plans approved (including ECEI with initial supports) vs Bilateral Estimate*	Scheme to date	89%	83%
Proportion of participants fully or partially self managing their plan	Current Quarter	31%	30%
Proportion of plans activated within 90 days**	Current Quarter	86%	86%
Number of participant plan reviews completed	Current Quarter	89,329	76,447
Open participant requested reviews (PRRs)***	Current Quarter	755	2,000
Open reviews of reviewable decisions (RoRDs – Access)***	Current Quarter	379	989
Open reviews of reviewable decisions (RoRDs – Planning)***	Current Quarter	6,158	9,275
Access decisions in progress	Current Quarter	5,011	6,187
Average days to complete an access decision	Current Quarter		
Age 0 to 6		3	6
Age 7 or above		4	8
Average days to complete first plan after the access requirements have been met	Current Quarter		
Age 0 to 6		60	63
Age 7 or above		102	92

* Bilateral estimate as at 30 June 2019 for all states and territories except WA and NT.

** Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 Q1 have been excluded from the analysis. They are relatively new and it is too early to examine their durations to activation.

***RoRD is a Review of a Reviewable Decision (s100 of the NDIS Act), previously known as an s100 review. Open RoRD Planning numbers relate to requests made after 15 April 2019. Numbers of open PRRs and RoRDs for the previous quarter have been restated using data as at 31 March 2020 due to retrospective changes in the underlying data.

Change in active participants between 31 Dec 2019 and 31 Mar 2020



Performance summary:

- 381,453 participants have entered the scheme (incl ECEI) since July 2013. 370,421 of these continue to be active.
- 154,139 active participants are receiving supports for the first time.
- In the current quarter, 27,462 participants have entered the scheme and there are 5,542 children with initial supports in the ECEI gateway at the end of March 2020.
- 89,329 plans have been reviewed this quarter.
- 28,451 access decisions have been made in the quarter, 21,822 of which met access and are still active as at 31 March 2020.
- 2,123 (7.7%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants nationally to 22,749 (6.2%).
- 3,106 (11.3%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants nationally to 33,059 (9.1%).

Provider and Market Metrics

Market supply and participant costs	As at 31 Mar	As at 31 Dec
Total number of active providers (with at least one claim ever) [~]	14,534	13,986
Total number of active providers in last quarter [~]	9,746	9,868
Utilisation (6 month rolling average with 3 month lag) (%)	68%	69%
Plan utilisation by region (% of regions that are more than 10 percentage points below the benchmark) ^{**}	11%	11%
Market concentration (% of regions where more than 85% of payments for supports go to the top 10 providers) [*]	11%	12%
Payments paid within 5 days (portal) (%)	99.8%	99.7%
Growth in annualised plan budget (current quarter reviews %)	12.8%	12.0%

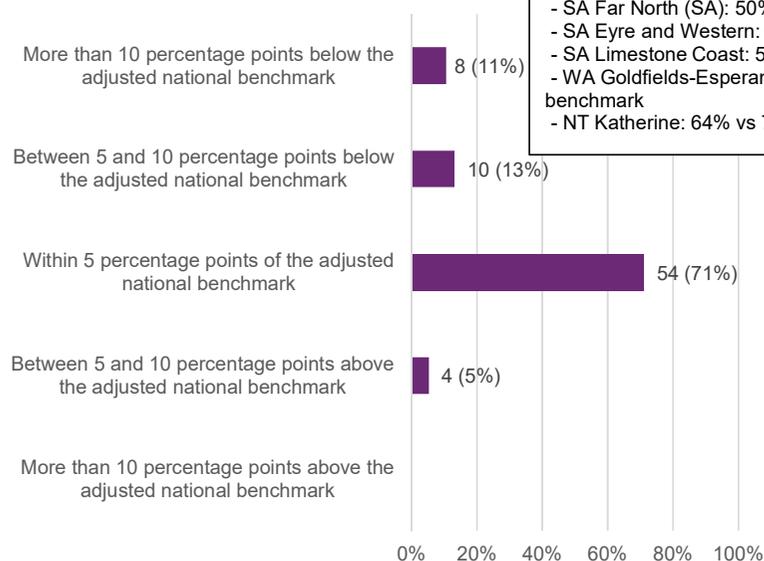
[~] Active providers refer to those who have received payment for supporting Agency-managed participants.

^{*} Only regions which commenced phasing on or before 1 April 2019 are included in these market monitoring metrics.

[^] 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.

- The number of active providers at the end of March is 14,534, growing by 4% in the quarter.
- Utilisation was 68% from 1 July 2019 to 31 December 2019, with 11% of regions in Australia more than 10 percentage points below the adjusted national benchmark.
- In 11% of regions, the top 10 providers provide more than 85% of supports by value.

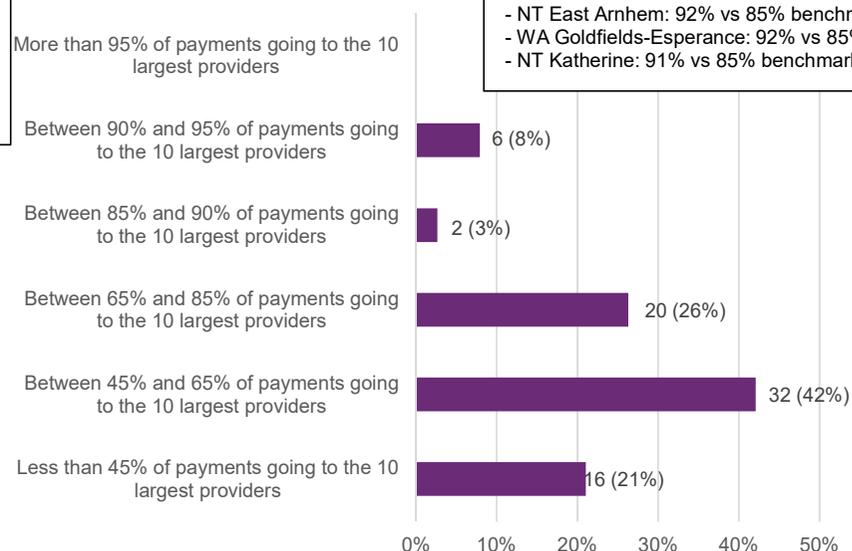
Distribution of regions by plan utilisation^{**}



Regions more than 10% below benchmark:

- NT East Arnhem: 29% vs 66% benchmark
- NT Barkly: 46% vs 74% benchmark
- NT Darwin Remote: 38% vs 61% benchmark
- SA Far North (SA): 50% vs 69% benchmark
- SA Eyre and Western: 52% vs 65% benchmark
- SA Limestone Coast: 59% vs 72% benchmark
- WA Goldfields-Esperance: 43% vs 54% benchmark
- NT Katherine: 64% vs 75% benchmark

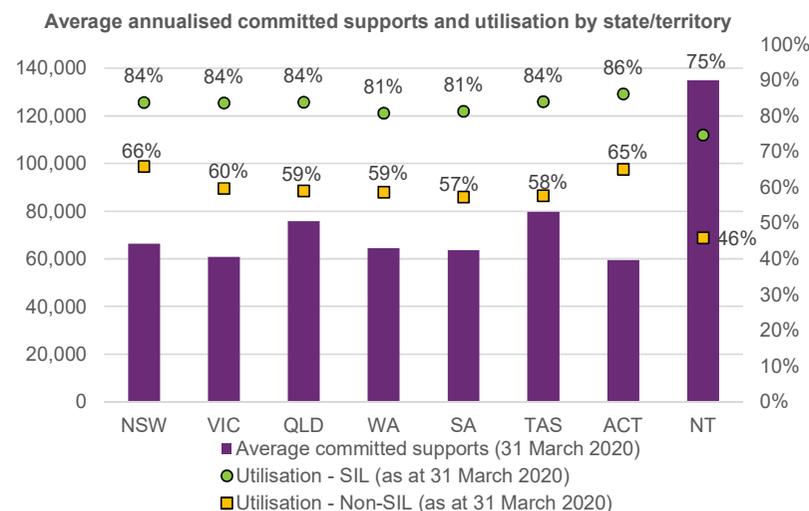
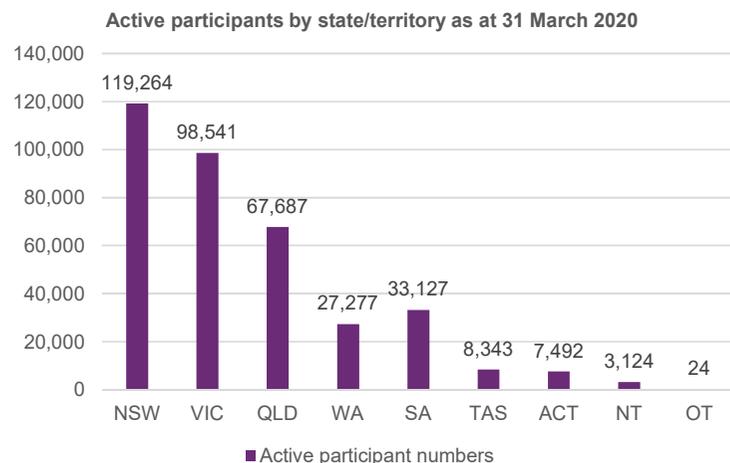
Distribution of regions by market concentration^{*}



Regions more than 5% above benchmark:

- NT Barkly: 94% vs 85% benchmark
- WA Kimberley-Pilbara: 92% vs 85% benchmark
- NT Central Australia: 92% vs 85% benchmark
- NT East Arnhem: 92% vs 85% benchmark
- WA Goldfields-Esperance: 92% vs 85% benchmark
- NT Katherine: 91% vs 85% benchmark

Summaries by state/territory



- NSW has the highest number of active participants (119,264).
- There are 24 active participants who reside in Other Territories (OT) including Norfolk Island. Given the small size of this group, average annualised committed supports and utilisation for OT is not shown.
- 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 83% 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 56% compared with 62% for those on their second plan and 73% 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 July 2019 to 31 December 2019 is shown, as experience in the most recent 3 months is still emerging.

Participant Outcomes and Satisfaction

Participant Outcomes and Satisfaction

Outcomes measures as at 31 March 2020*

- % of participants involved in community / social activities
- % of participants in work
- % of participants who choose who supports them

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

- Access
- Pre-planning
- Planning
- Plan review

	Second review	Baseline
	45%	35%
	25%	24%
	51%	49%
2019-20 Q3	2019-20 Q2	
	71%	75%
	81%	79%
	80%	80%
	82%	79%

*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 (Baseline). These results only include participants who had their first plan approved between 1 April 2017 and 31 March 2018 and have had a second plan review to date.