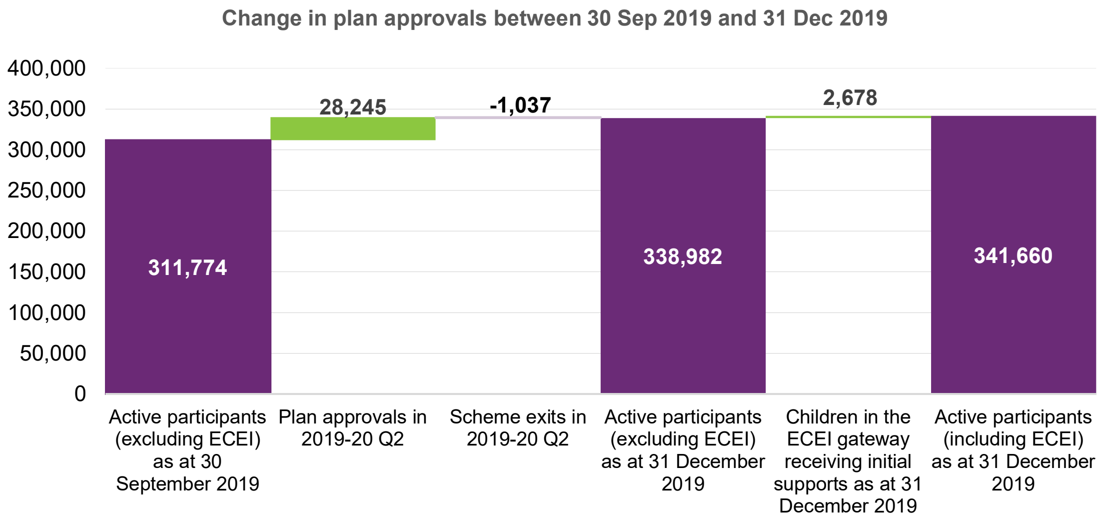
National | 31 December 2019 | Quarterly Performance Dashboard

Participants and Planning

Participant Pathway Experience	Period	As at 31 Dec	As at 30 Sep
Active participants (excluding ECEI)	Current Quarter	338,982	311,774
Children in the ECEI gateway receiving Initial Supports	Current Quarter	2,678	2,473
Children in the ECEI gateway not receiving Initial Supports	Current Quarter	8,175	8,183
Plans approved (including ECEI with initial supports) vs Bilateral Estimate (scheme to date)*	Scheme to date	83%	77%
Intake as % of operational target	Year to date	105%	133%
Proportion of participants fully or partially self managing their plan (transition only)	Current Quarter	30%	29%
Proportion of plans activated within 90 days**	Current Quarter	86%	86%
Participant plan reviews as % of plan review target	Year to date	106%	108%
Number of participant plan reviews completed	Current Quarter	76,447	63,909
Access decisions in progress	Current Quarter	6,187	10,118
Average days to complete an access decision	Current Quarter		
Age 0 to 6		6	14
Age 7 or above		8	22
Average days to complete first plan after the access requirements have been met	Current Quarter		
Age 0 to 6		63	89
Age 7 or above		92	97

** 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 2018-19 Q4 have been excluded from the analysis. They are relatively new and it is too early to examine their durations to activation.*



Performance summary:

- 351,127 participants have entered the scheme (incl ECEI) since July 2013. 341,660 of these continue to be active.
- 134,455 active participants are receiving supports for the first time.
- In the current quarter, 28,245 participants have entered the scheme and there are 2,678 children with initial supports in the ECEI gateway at the end of December 2019.
- On a year to date basis, 54,958 participants have entered the scheme (with an initial approved plan) which is 105% of the operational target.
- 76,447 plans have been reviewed this quarter. On a year to date basis, total reviews completed are at 106% of the operational target.
- 33,649 access decisions have been made in the quarter, 25,039 of which met access and are still active as at 31 December 2019.
- 2,191 (7.8%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants nationally to 20,513 (6.1%).
- 3,145 (11.1%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants nationally to 30,092 (8.9%).

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)~	13,986	13,434
Total number of active providers in last quarter~	9,868	9,842
Utilisation (6 month rolling average with 3 month lag) (%)	69%	69%
Plan utilisation by region (% of regions that are more than 10 percentage points below the benchmark)*^	11%	8%
Market concentration (% of regions where more than 85% of payments for supports go to the top 10 providers)*	12%	11%
Payments paid within 5 days (portal) (%)	99.7%	99.8%
Growth in annualised plan budget (current quarter reviews %)	12.0%	9.6%

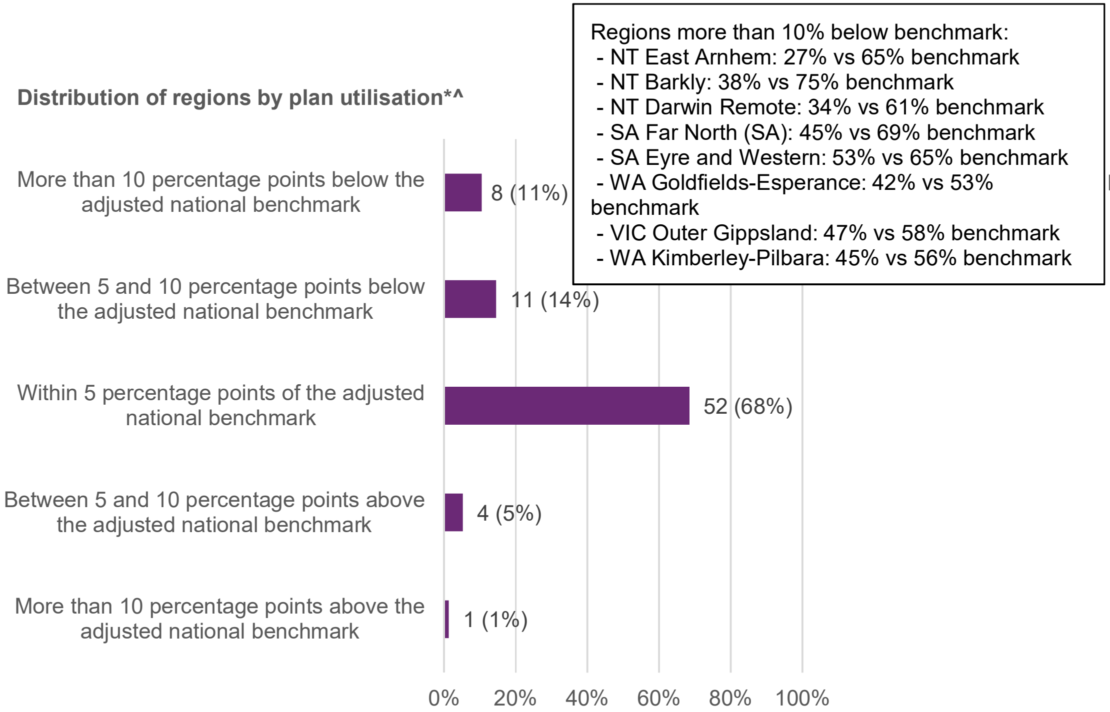
~ Active providers refer to those who have received payment for supporting Agency-managed participants.

** Only regions which commenced phasing on or before 1 January 2019 are included in these market monitoring metrics.*

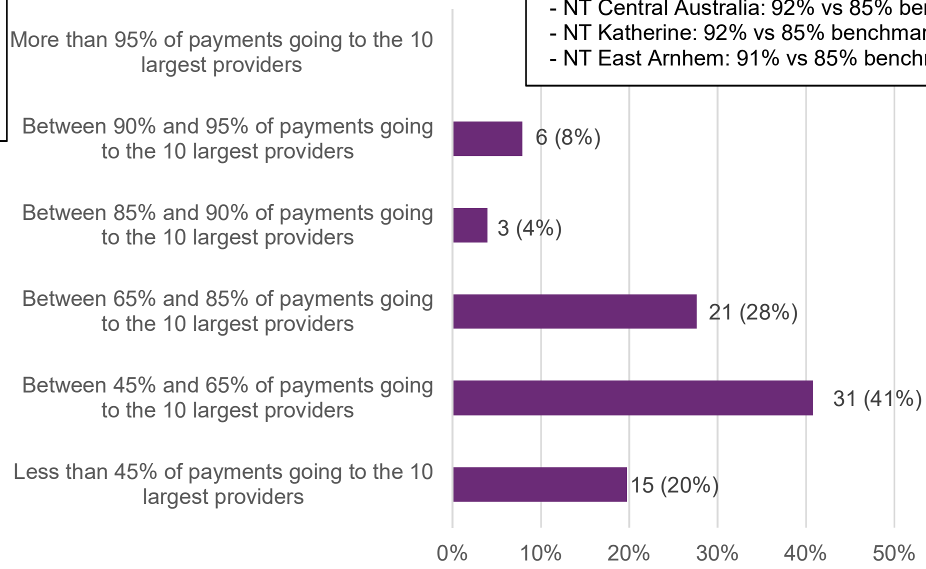
^ The ‘benchmark’ in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each region and the length of time participants had been in the Scheme.

- The number of active providers at the end of December is 13,986, growing by 4% in the quarter.
- Utilisation was 69% from 1 April 2019 to 30 September 2019, with 11% of regions in Australia more than 10 percentage points below the adjusted national benchmark.
- In 12% of regions, the top 10 providers provide more than 85% of supports by value.

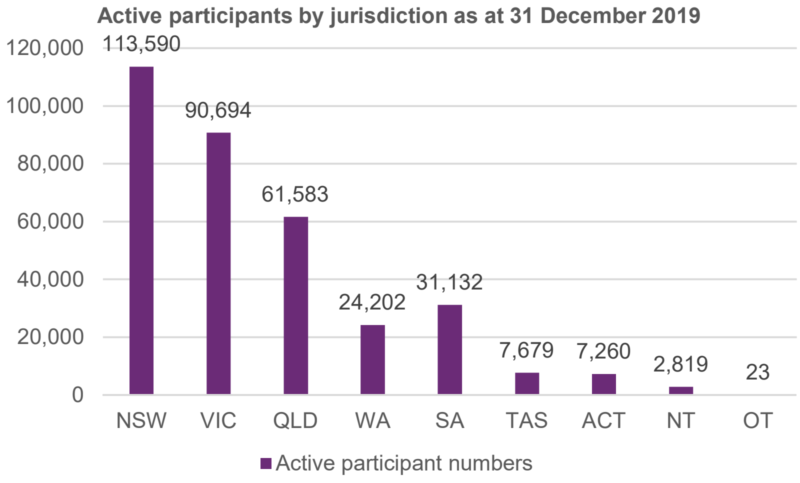
Distribution of regions by plan utilisation*^

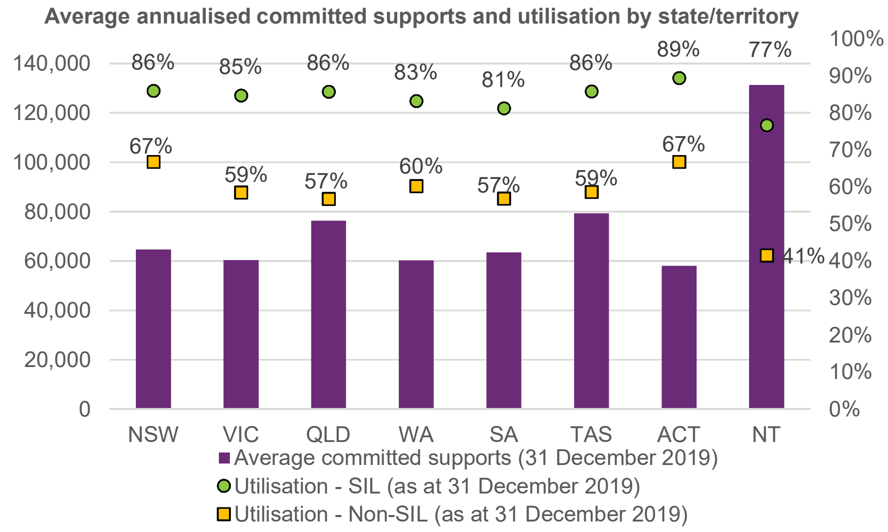


Distribution of regions by market concentration*



Jurisdiction Summaries





- NSW has the highest number of active participants (113,590).
- There are 23 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 are not shown.
- NT has the highest average annualised committed supports. This is partially driven by a higher proportion of SIL participants compared with other Australian states/territories.
- The utilisation of SIL participants is consistently higher than for non-SIL participants across every jurisdiction. On a national basis, utilisation was 85% 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.
- 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.

Participant Outcomes and Satisfaction

Participant Outcomes and Satisfaction		
Outcomes measures as at 31 December 2019*	***Second review***	***Baseline***
- % of participants involved in community / social activities	46%	35%
- % of participants in work	26%	25%
- % of participants who choose who supports them	50%	49%
	2019-20 Q2	***2019-20 Q1***
Participant satisfaction with the Agency planning process - current vs previous quarter (% who responded good or very good)	85%	87%

**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 January 2017 and 31 December 2017 and have had a second plan review to date.*