Participants and Planning

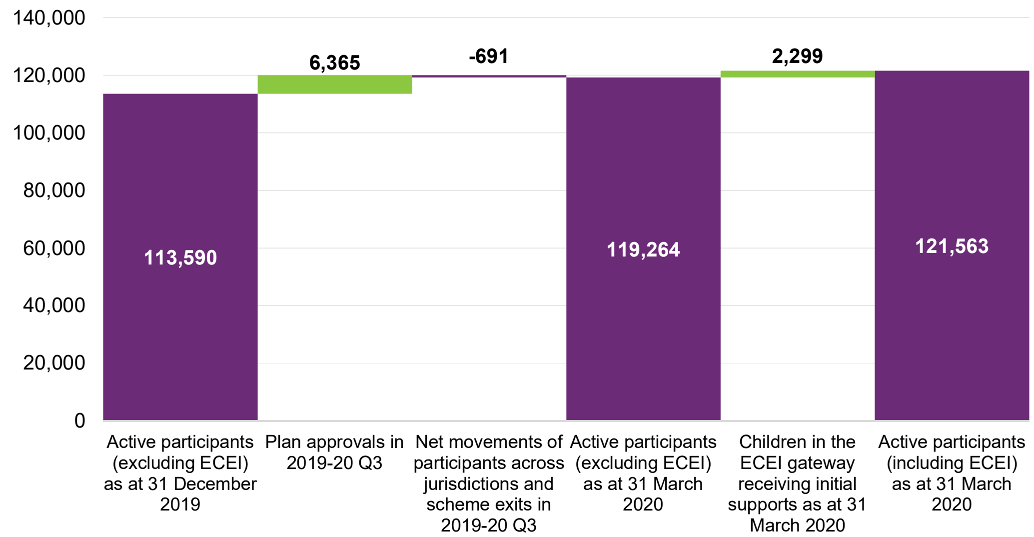
Participant Pathway Experience	Period	As at 31 Mar	As at 31 Dec
Active participants (excluding ECEI)	Current Quarter	119,264	113,590
Children in the ECEI gateway receiving Initial Supports	Current Quarter	2,299	1,481
Children in the ECEI gateway not receiving Initial Supports	Current Quarter	578	1,209
Plans approved (including ECEI with initial supports) vs Bilateral Estimate*	Scheme to date	89%	84%
Proportion of participants fully or partially self managing their plan	Current Quarter	28%	27%
Proportion of plans activated within 90 days**	Current Quarter	86%	86%
Number of participant plan reviews completed	Current Quarter	28,986	27,150
Open participant requested reviews (PRRs)	Current Quarter	243	603
Open reviews of reviewable decisions (RoRDs – Access)***	Current Quarter	105	277
Open reviews of reviewable decisions (RoRDs – Planning)***	Current Quarter	1,977	3,059
Access decisions in progress	Current Quarter	1,335	1,619
Average days to complete an access decision	Current Quarter		
Age 0 to 6		2	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		38	41
Age 7 or above		64	69

** Bilateral estimate as at 30 June 2019.*

*** 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). Open RoRD Planning numbers relate to requests made after 15 April 2019.*

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



Performance summary:

- 125,871 participants have entered the scheme (incl ECEI) since July 2013. 121,563 of these continue to be active.
- 53,828 active participants are receiving supports for the first time.
- In the current quarter, 6,365 participants have entered the scheme and there are 2,299 children with initial supports in the ECEI gateway at the end of March 2020.
- 28,986 plans have been reviewed this quarter.
- 7,290 access decisions have been made in the quarter, 5,406 of which met access and are still active as at 31 March 2020.
- 592 (9.3%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in NSW to 8,285 (6.9%).
- 842 (13.3%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants in NSW to 12,007 (10.1%).

Provider and Market Metrics

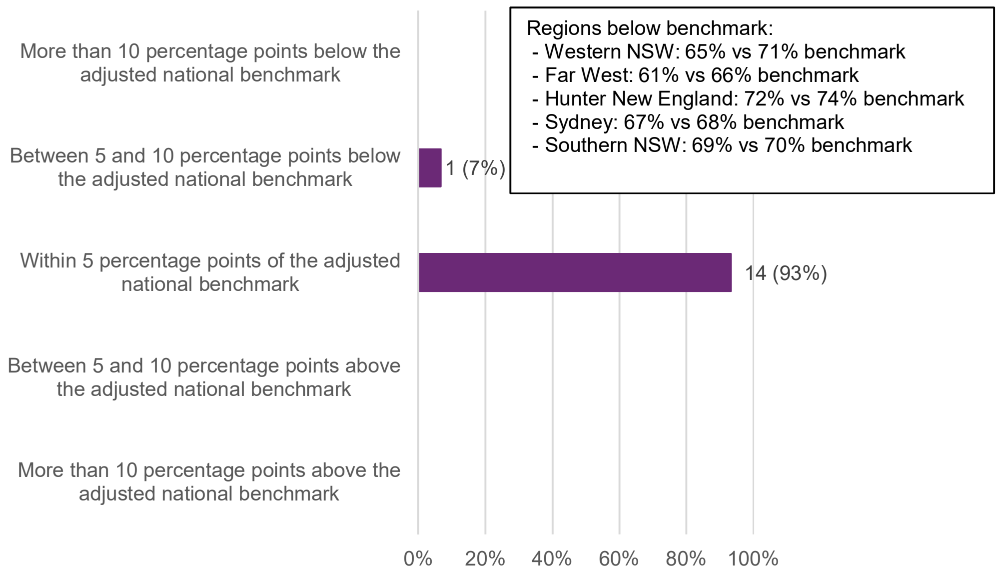
Market supply and participant costs	As at 31 Mar	As at 31 Dec
Total number of active providers (with at least one claim ever) ~	7,058	6,841
Total number of active providers in last quarter ~	3,968	4,002
Utilisation (6 month rolling average with 3 month lag) (%)	72%	73%
Plan utilisation by region (% of regions that are more than 10 percentage points below the benchmark)*	0%	0%
Market concentration (% of regions where more than 85% of payments for supports go to the top 10 providers)	0%	0%
Payments paid within 5 days (portal) (%)	99.8%	99.8%
Growth in annualised plan budget (current quarter reviews %)	12.6%	11.3%

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

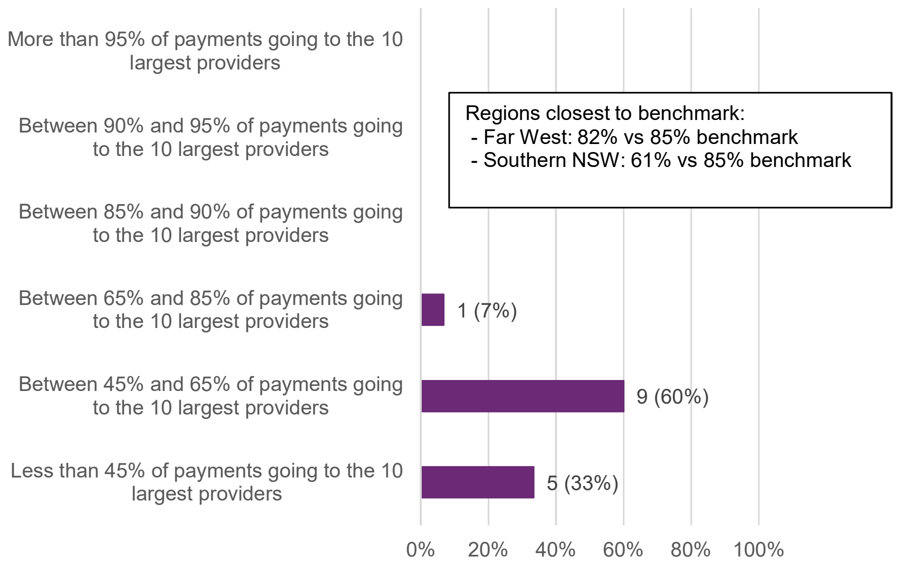
** The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each region and the length of time participants had been in the Scheme.*

- The number of active providers at the end of March is 7,058, growing by 3% in the quarter.
- Utilisation was 72% from 1 July 2019 to 31 December 2019, with no regions in New South Wales more than 10 percentage points below the adjusted national benchmark.
- None of the regions has the top 10 providers providing more than 85% of supports by value.

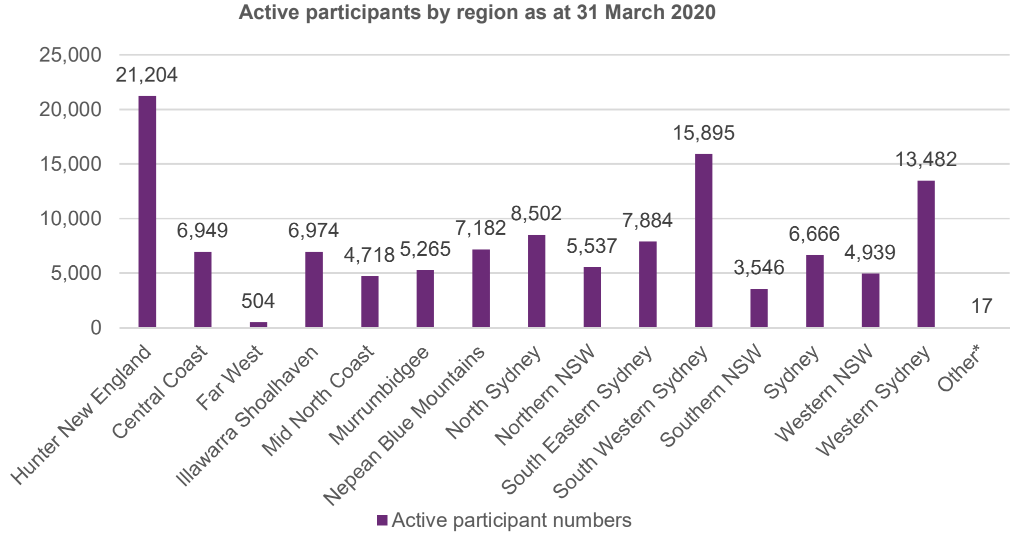
Distribution of regions by plan utilisation*

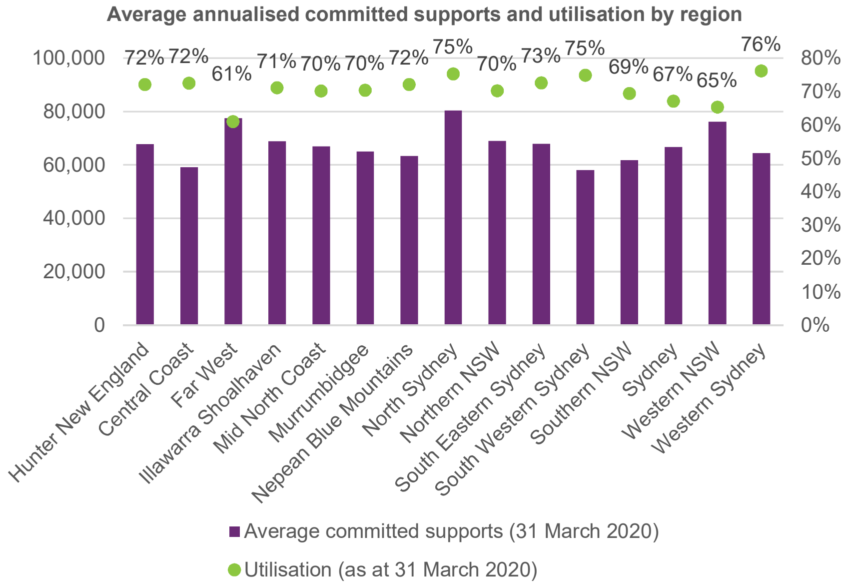


Distribution of regions by market concentration



Regional Summaries





** 'Other' include participants with regional information missing.*

- Hunter New England has the highest number of active participants (21,204), while Far West has the lowest (504).
- North Sydney has the highest average annualised committed supports. This is partially driven by a high proportion of SIL participants compared with other NSW regions.
- Western Sydney has the highest utilisation at 76%, whilst Far West has the lowest utilisation at 61%.
- 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*	***Second review***	***Baseline***
- % of participants involved in community / social activities	47%	35%
- % of participants in work	27%	26%
- % of participants who choose who supports them	48%	48%
% of Participants rating their overall experience as Very Good or Good by pathway stage – current vs previous quarter	***2019-20 Q3***	***2019-20 Q2***
- Access	*76%*	*82%*
- Pre-planning	*81%*	*79%*
- Planning	*79%*	*78%*
- Plan review	*85%*	*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.*