

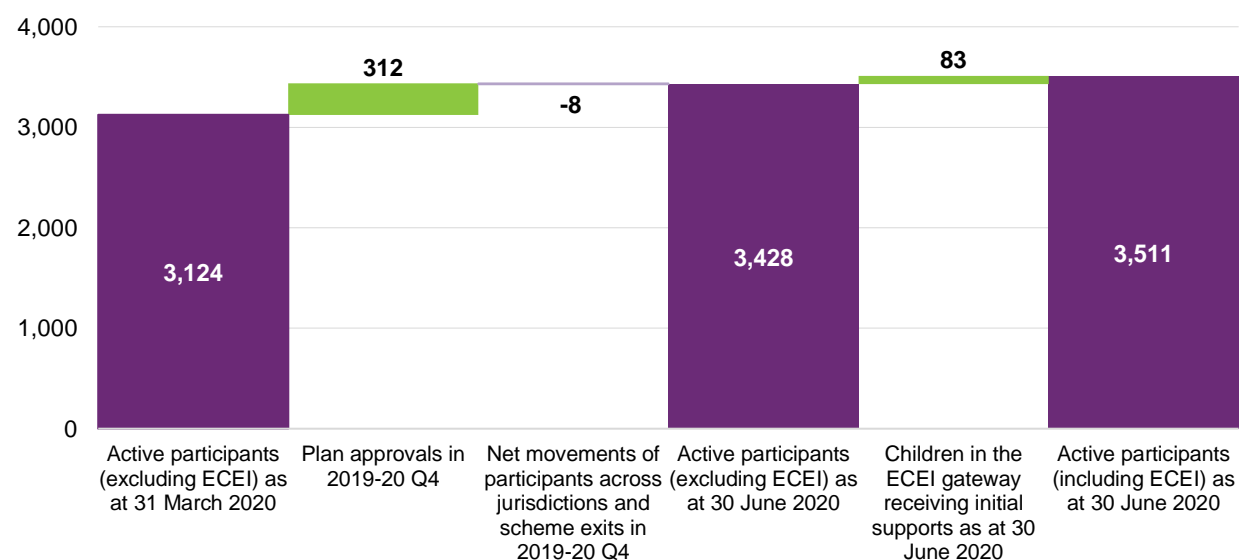
## Participants and Planning

Participant Pathway Experience	Period	As at 30 Jun	As at 31 Mar
Active participants (excluding ECEI)	Current Quarter	3,428	3,124
Children in the ECEI gateway receiving Initial Supports	Current Quarter	83	60
Children in the ECEI gateway not receiving Initial Supports	Current Quarter	5	13
Plans approved (including ECEI with initial supports) vs Bilateral Estimate	Scheme to date	55%	53%
Proportion of participants fully or partially self managing their plan	Current Quarter	18%	19%
Proportion of plans activated within 90 days*	Current Quarter	82%	82%
Number of participant plan reviews completed	Current Quarter	725	682
Open participant requested reviews (PRRs)	Current Quarter	12	5
Open reviews of reviewable decisions (RoRDs – Access)**	Current Quarter	3	3
Open reviews of reviewable decisions (RoRDs – Planning)**	Current Quarter	7	24
Access decisions in progress	Current Quarter	115	49
<b>Average days to complete an access decision</b>	Current Quarter		
Age 0 to 6		6	3
Age 7 or above		5	3
<b>Average days to complete first plan after the access requirements have been met</b>	Current Quarter		
Age 0 to 6		74	66
Age 7 or above		86	114

\* Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 Q2 are excluded. 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). Numbers of open RoRDs at the end of March have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data.

Change in active participants between 31 Mar 2020 and 30 Jun 2020



### Performance summary:

- 3,619 participants have entered the scheme (incl ECEI) since July 2013 and currently reside in the Northern Territory. 3,511 of these continue to be active.
- 1,431 active participants are receiving supports for the first time.
- In the current quarter, 312 participants have entered the scheme and there are 83 children with initial supports in the ECEI gateway at the end of June 2020.
- 725 plans have been reviewed this quarter.
- 274 access decisions have been made in the quarter, 216 of which met access and are still active as at 30 June 2020.
- 138 (44.2%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in NT to 1,693 (49.4%).
- 71 (22.8%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants in NT to 886 (25.8%).

## Provider and Market Metrics

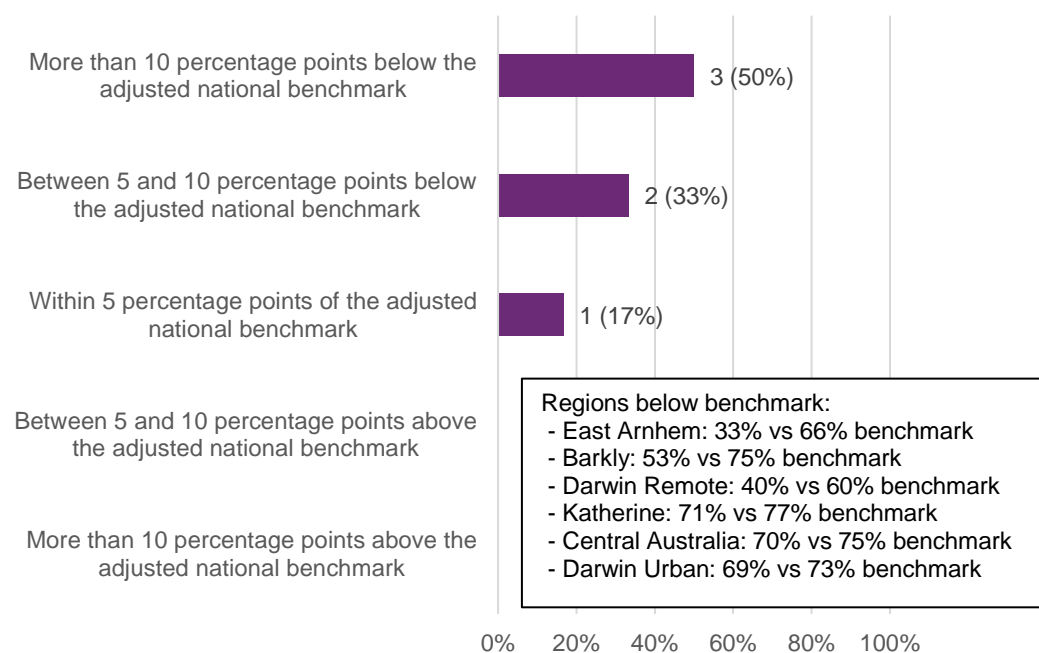
Market supply and participant costs	As at 30 Jun	As at 31 Mar
Total number of active providers (with at least one claim ever) ~	545	504
Total number of active providers in last quarter ~	252	256
Utilisation (6 month rolling average with 3 month lag) (%)	65%	60%
Plan utilisation by region (% of regions that are more than 10 percentage points below the benchmark)*	50%	67%
Market concentration (% of regions where the top 10 providers supply more than 85% of the supports \$)	67%	67%
Payments paid within 5 days (portal) (%)	99.5%	99.5%
Growth in annualised plan budget (current quarterly reviews %)	11.4%	13.2%

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

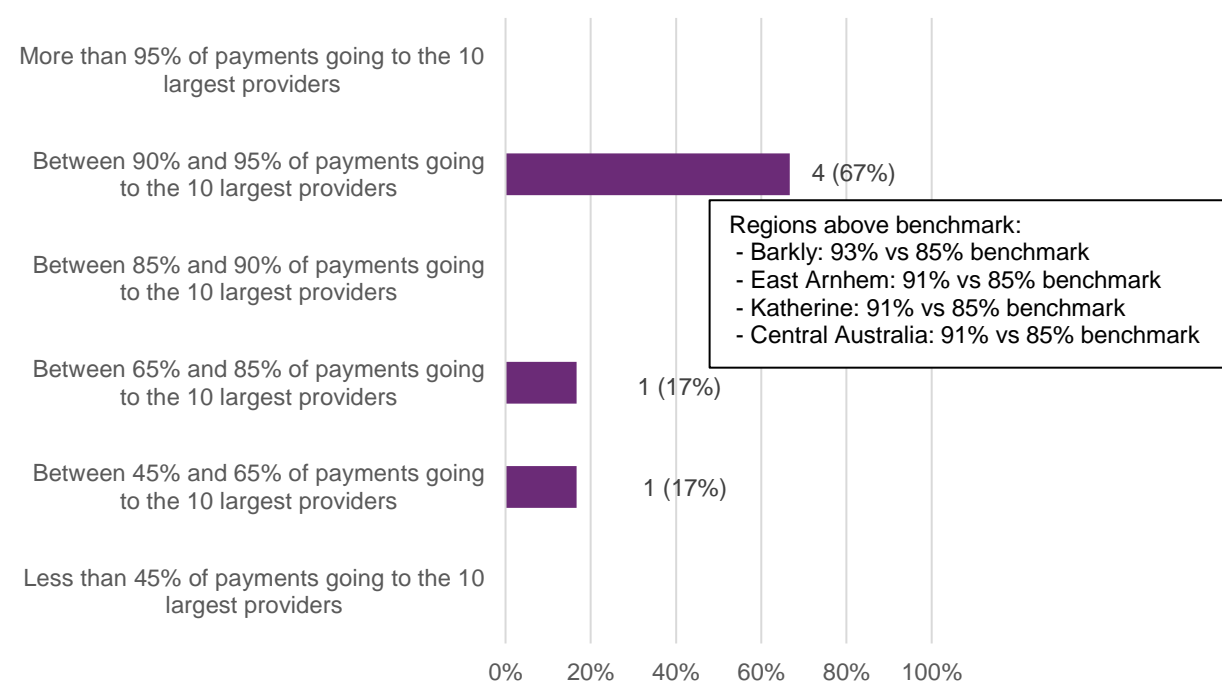
\* The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each region and the length of time participants had been in the Scheme.

- The number of active providers at the end of June is 545, growing by 8% in the quarter.
- Utilisation was 65% in the six months from 1 October 2019 to 31 March 2020, with 50% of regions in the Northern Territory more than 10 percentage points below the adjusted national benchmark.
- In 67% of regions, the top 10 providers provide more than 85% of supports by value.

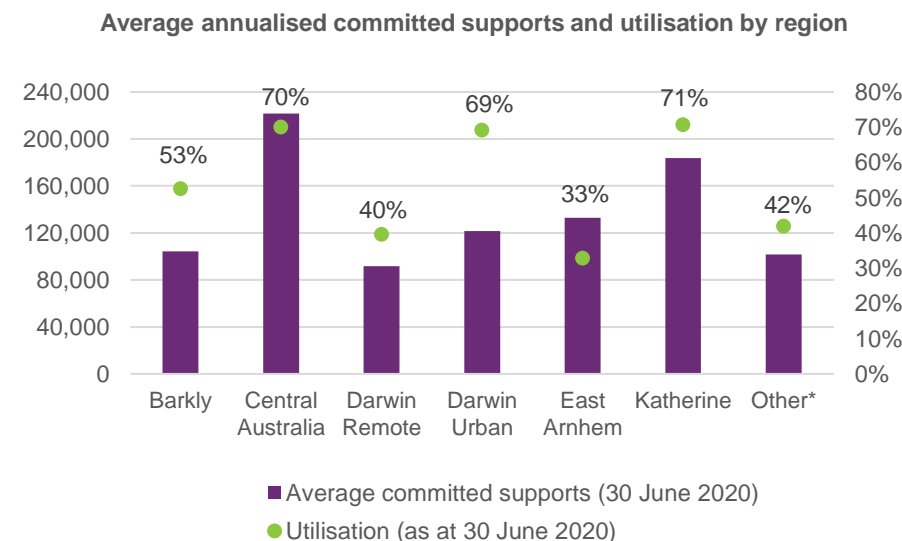
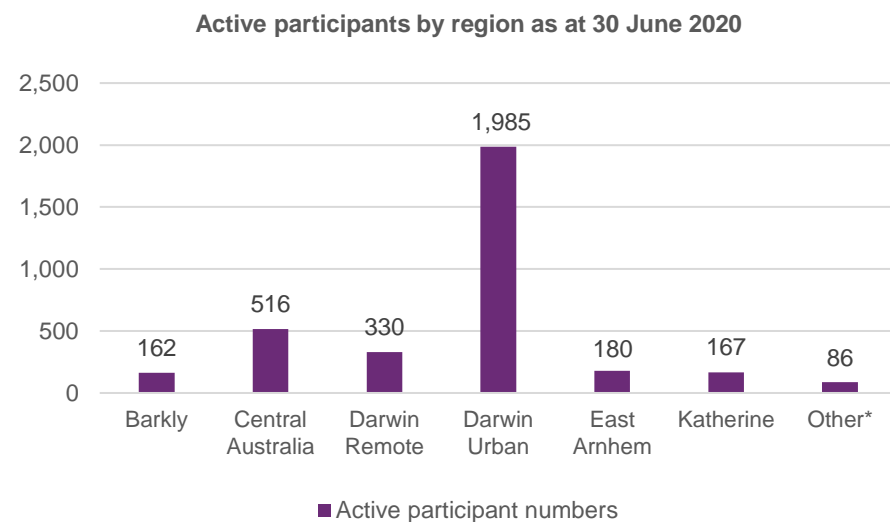
Distribution of regions by plan utilisation\*



Distribution of regions by market concentration



## Regional Summaries



\* 'Other' includes participants with regional information missing.

- Darwin Urban has the highest number of active participants (1,985), while Barkly has the lowest (162).
- Central Australia has the highest average annualised committed supports. This is partly driven by a higher proportion of SIL participants compared with other Northern Territory regions.
- Katherine has the highest utilisation at 71%, whilst East Arnhem has the lowest utilisation at 33%.
- Only utilisation of committed supports from 1 October 2019 to 31 March 2020 is shown, as experience in the most recent 3 months is still emerging.

## Participant Outcomes and Satisfaction

Participant Outcomes and Satisfaction		
<b>Outcomes measures as at 30 June 2020*</b>	<b>Second review</b>	<b>Baseline</b>
- % of participants involved in community / social activities	49%	47%
- % of participants in work	11%	12%
- % of participants who choose who supports them	29%	26%
<b>% of Participants rating their overall experience as Very Good or Good by pathway stage – current vs previous quarter**</b>	<b>2019-20 Q4</b>	<b>2019-20 Q3</b>
- Access	n/a	n/a
- Pre-planning	n/a	n/a
- Planning	n/a	n/a
- Plan review	n/a	n/a

\* 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 July 2017 and 30 June 2018 and have had a second plan review to date.

\*\* There is insufficient data to report on the participant satisfaction survey results for Northern Territory.