Participants and Planning

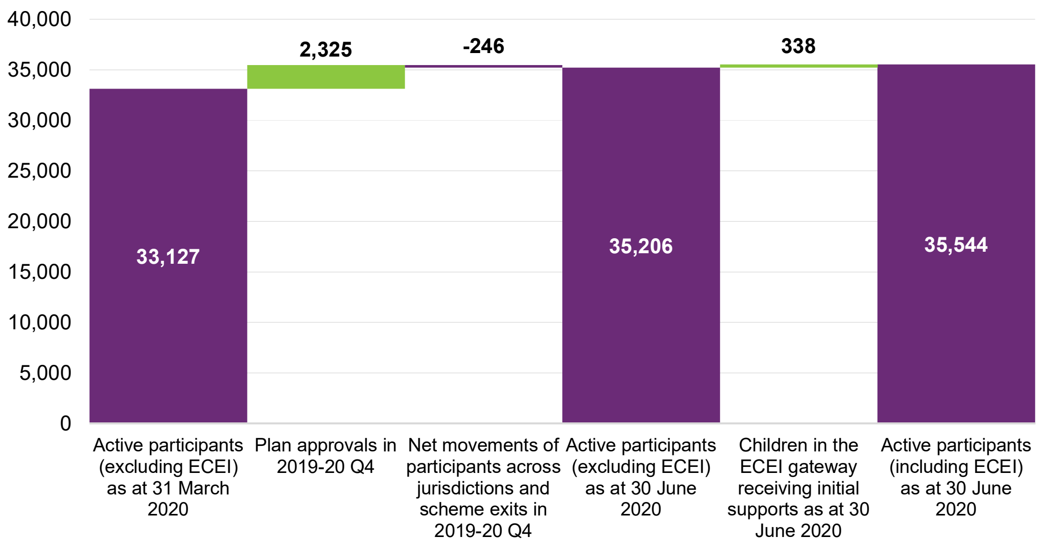
Participant Pathway Experience	Period	As at 30 Jun	As at 31 Mar
Active participants (excluding ECEI)	Current Quarter	35,206	33,127
Children in the ECEI gateway receiving Initial Supports	Current Quarter	338	256
Children in the ECEI gateway not receiving Initial Supports	Current Quarter	79	529
Plans approved (including ECEI with initial supports) vs Bilateral Estimate*	Scheme to date	116%	109%
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	9,167	9,236
Open participant requested reviews (PRRs)	Current Quarter	214	60
Open reviews of reviewable decisions (RoRDs – Access)***	Current Quarter	17	31
Open reviews of reviewable decisions (RoRDs – Planning)***	Current Quarter	208	586
Access decisions in progress	Current Quarter	664	346
Average days to complete an access decision	Current Quarter		
Age 0 to 6		4	2
Age 7 or above		7	4
Average days to complete first plan after the access requirements have been met	Current Quarter		
Age 0 to 6		46	76
Age 7 or above		87	137

** Bilateral estimate as at 30 June 2019.*

*** 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:

- 37,196 participants have entered the scheme (incl ECEI) since July 2013 and currently reside in South Australia. 35,544 of these continue to be active.
- 19,754 of active participants are receiving supports for the first time.
- In the current quarter, 2,325 participants have entered the scheme and there are 338 children with initial supports in the ECEI gateway at the end of June 2020.
- 9,167 plans have been reviewed this quarter.
- 2,046 access decisions have been made in the quarter, 1,610 of which met access and are still active as at 30 June 2020.
- 180 (7.7%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in SA to 1,939 (5.5%).
- 196 (8.4%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants in SA to 2,605 (7.4%).

Provider and Market Metrics

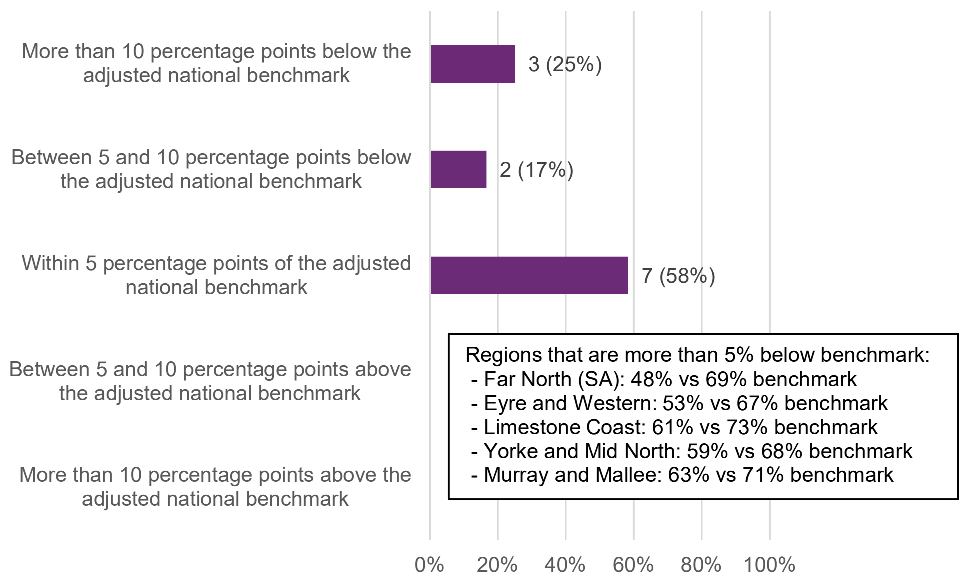
Market supply and participant costs	As at 30 Jun	As at 31 Mar
Total number of active providers (with at least one claim ever) ~	1,809	1,716
Total number of active providers in last quarter ~	821	851
Utilisation (6 month rolling average with 3 month lag) (%)	68%	67%
Plan utilisation by region (% of regions that are more than 10 percentage points below the benchmark)*	25%	25%
Market concentration (% of regions where more than 85% of payments for supports go to the top 10 providers)	17%	17%
Payments paid within 5 days (portal) (%)	99.8%	99.8%
Growth in annualised plan budget (current quarter reviews %)	16.9%	12.6%

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

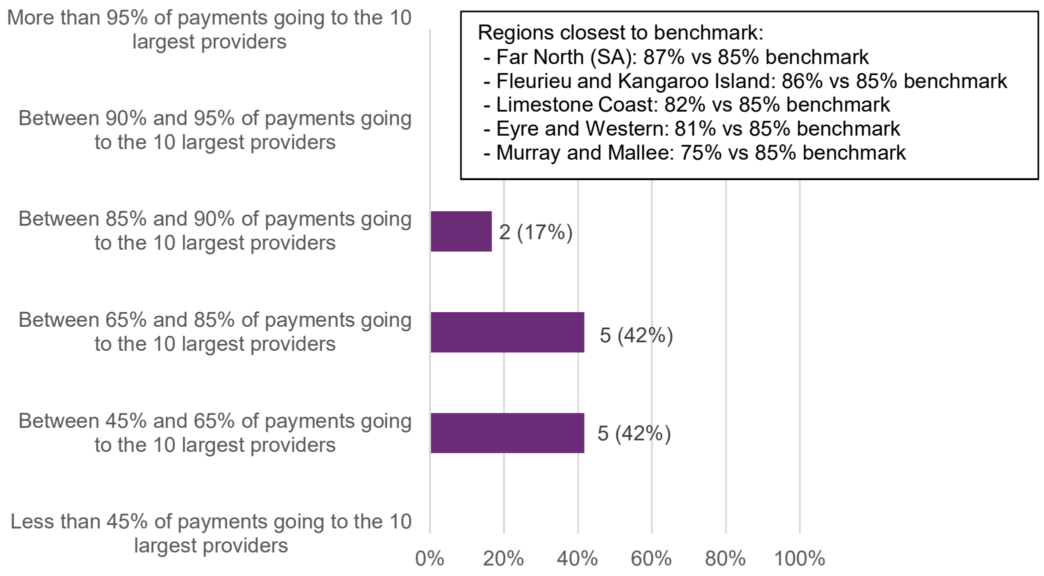
** The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each region and the length of time participants had been in the Scheme.*

- The number of active providers at the end of June is 1,809, growing at 5% in the quarter.
- Utilisation has been 68% from 1 October 2019 to 31 March 2020, with 25% of regions in South Australia more than 10 percentage points below the adjusted national benchmark.
- In 17% of regions, the top 10 providers provide more than 85% of supports by value.

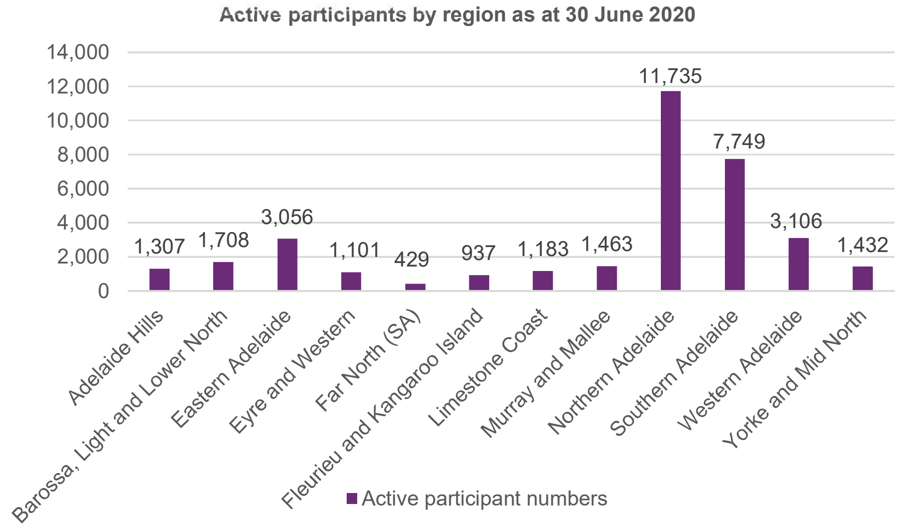
Distribution of regions by plan utilisation*

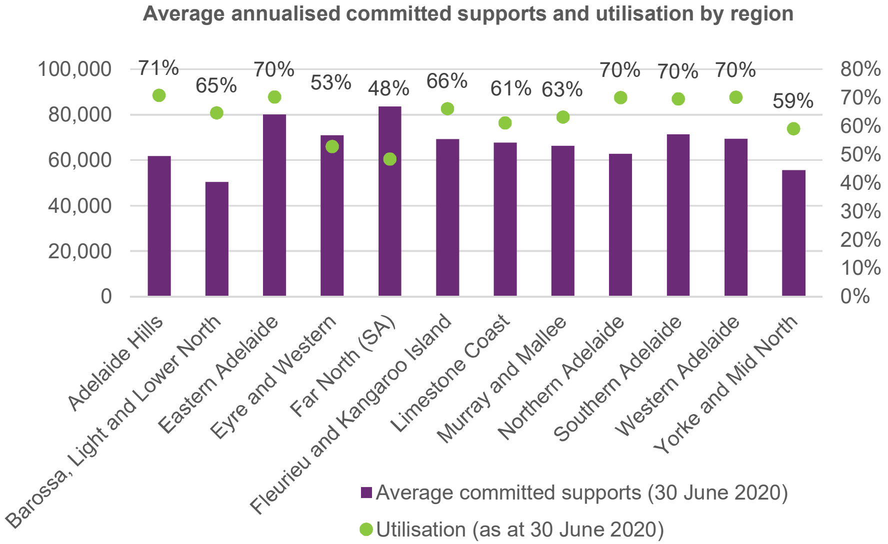


Distribution of regions by market concentration



Regional Summaries





- Northern Adelaide has the highest number of active participants (11,735), while Far North (SA) has the lowest (429).
- Far North (SA) has the highest average annualised committed supports, followed by Eastern Adelaide.
- Adelaide Hills has the highest utilisation at 71%, whilst Far North (SA) has the lowest utilisation at 48%.
- 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 - Quarterly results

Participant Outcomes and Satisfaction		
Outcomes measures as at 30 June 2020*	**Second review**	**Baseline**
- % of participants involved in community / social activities	42%	37%
- % of participants in work	31%	33%
- % of participants who choose who supports them	60%	59%
% of Participants rating their overall experience as Very Good or Good by pathway stage – current vs previous quarter	**2019-20 Q4**	**2019-20 Q3****
- Access	78%	73%
- Pre-planning	84%	78%
- Planning	81%	86%
- Plan review	88%	72%

**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.*

** Participant satisfaction results for 2019-20 Q3 have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.