Participants and Planning

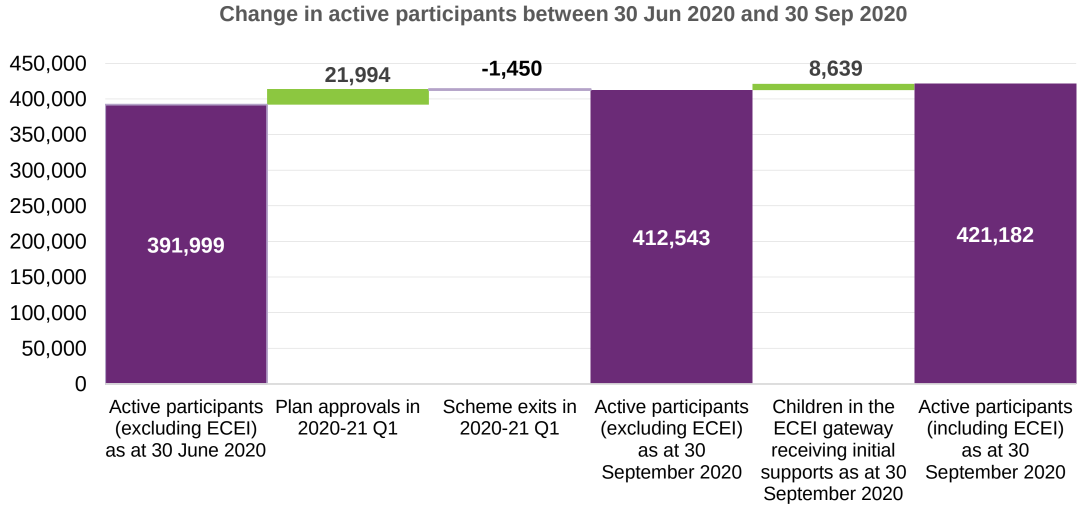
Participant Pathway Experience	Period	As at 30 Sep	As at 30 Jun
Active participants (excluding ECEI)	Current Quarter	412,543	391,999
Children in the ECEI gateway receiving Initial Supports	Current Quarter	8,639	8,197
Children in the ECEI gateway not receiving Initial Supports	Current Quarter	1,080	1,614
Plans approved (including ECEI with initial supports) vs Bilateral Estimates*	Scheme to date	101%	96%
Proportion of participants fully or partially self managing their plan	Current Quarter	31%	31%
Proportion of plans activated within 90 days**	Current Quarter	86%	86%
Number of participant plan reviews completed***	Current Quarter	87,229	103,755
Proportion of decisions made to undertake Participant Requested Reviews (PRRs) within 21 days	Current Quarter	100%	100%
Proportion of Participant Requested Reviews (PRRs) completed after decision made within 42 days	Current Quarter	74%	67%
Proportion of Reviews of Reviewable Decisions (RoRDs) completed after request is received within 90 days	Current Quarter	99%	85%
Access decisions in progress	Current Quarter	9,177	8,578
Proportion of access decisions	Current Quarter		
Made or further information requested within 21 days of access request		99.9%	100.0%
Made within 14 days of final information being provided		99.7%	99.8%
Proportion of first plan approved after access decision has been made	Current Quarter		
For participants aged 0 to 6, within 70 days		98%	89%
For participants aged 7 or above, within 90 days		92%	75%
Children benefiting from the Scheme no longer needing supports (% p.a.)****	Current Quarter	2.4%	2.6%

** The Scheme to date Bilateral Estimates for WA are as at 30 September 2020, for NT are as at 30 June 2020, and for all other States/Territories are unchanged from 30 June 2019.*

*** Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 Q3 have been excluded from the analysis. They are relatively new and it is too early to examine their durations to activation.*

**** Plans less than 30 days in duration have been excluded.*

***** This is annualised rate of exits from the Scheme by participants aged 0 to 14, as well as the exits from the ECEI Gateway (that are not Access Met).*



Performance summary:

- 435,404 participants have entered the Scheme (incl ECEI) since July 2013. 421,182 of these continue to be active.
- 193,977 active participants are receiving supports for the first time.
- In the current quarter, 21,994 participants have entered the Scheme and there are 8,639 children with initial supports in the ECEI gateway at the end of September 2020.
- 87,229 plans have been reviewed this quarter.
- 28,648 access decisions have been made in the quarter, 22,247 of which met access and are still active as at 30 September 2020.
- 1,991 (9.1%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants nationally to 27,112 (6.6%).
- 2,312 (10.5%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants nationally to 38,263 (9.3%).

Provider and Market Metrics

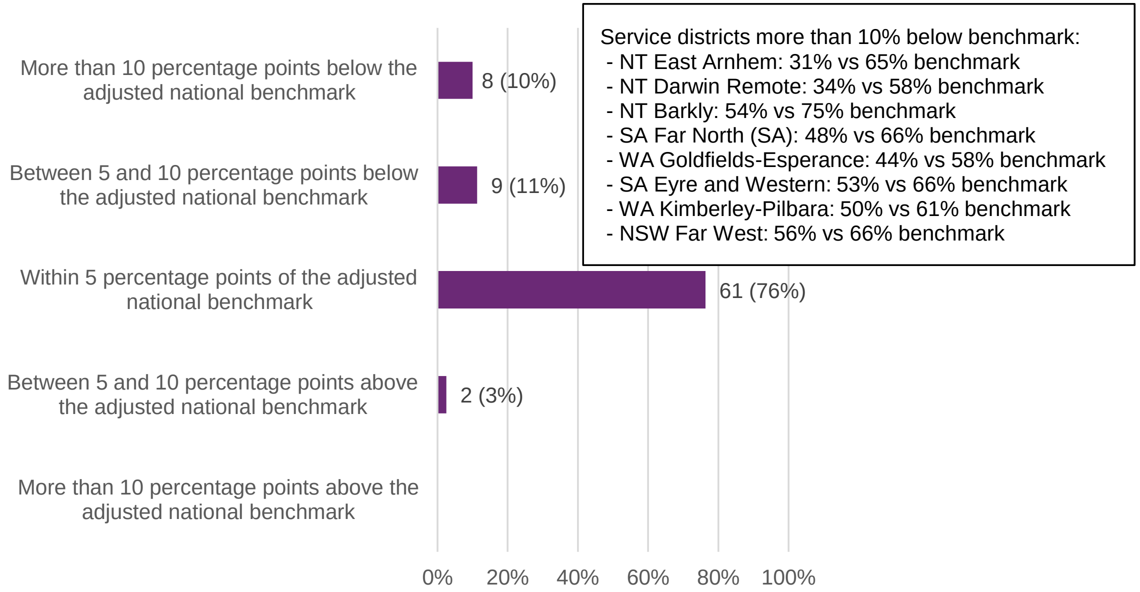
Market supply and participant costs	As at 30 Sep	As at 30 Jun
Total number of active providers (with at least one claim ever)*	15,319	14,882
Total number of active providers in last quarter*	9,150	9,251
Utilisation (6 month rolling average with 3 month lag) (%)	69%	70%
Plan utilisation by service district (% of service districts that are more than 10 percentage points below the benchmark)**	10%	10%
Market concentration (% of service districts where more than 85% of payments for supports go to the top 10 providers)	10%	13%
Payments paid within 5 days (portal) (%)	99.8%	99.7%
Growth in annualised plan budget (current quarter reviews %)	8.1%	16.6%

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

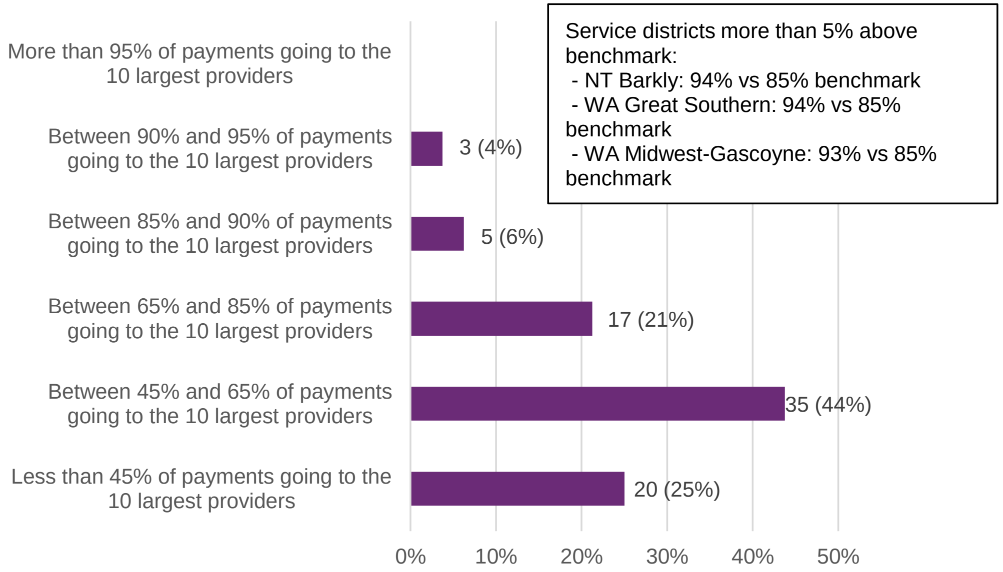
*** The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each service district and the length of time participants had been in the Scheme.*

- The number of active providers at the end of September is 15,319, growing by 3% in the quarter.
- Utilisation was 69% from 1 January 2020 to 30 June 2020, with 10% of service districts in Australia more than 10 percentage points below the adjusted national benchmark.
- In 10% of service districts, the top 10 providers provide more than 85% of supports by value.

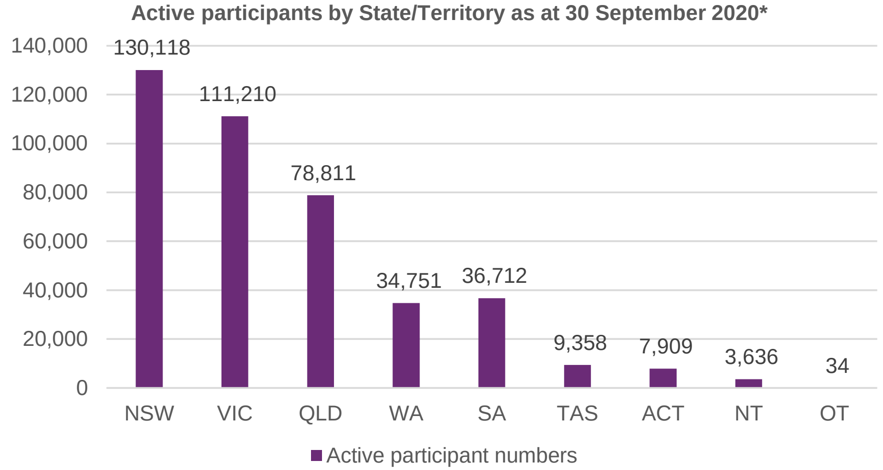
Distribution of service districts by plan utilisation**

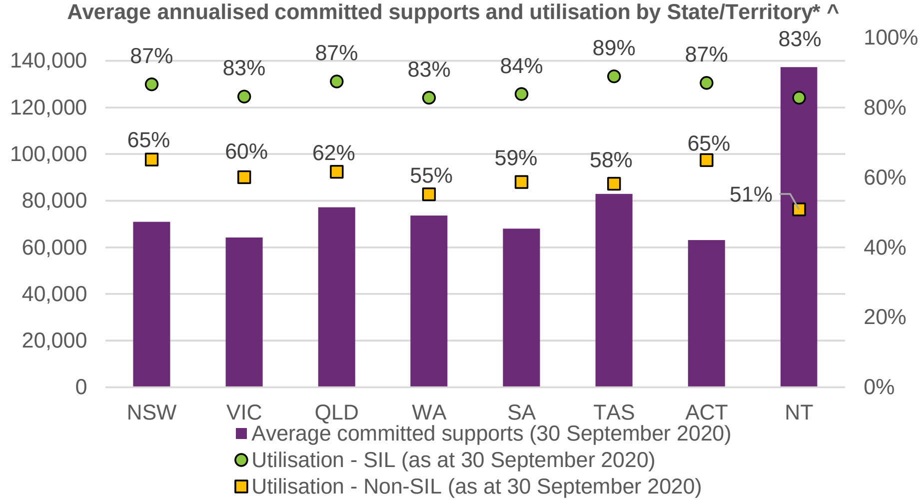


Distribution of service districts by market concentration



Summaries by State/Territory





There are 4 active participants at 30 September 2020 with Missing State/Territory information, these participants are not shown in the charts above.

^Given the small size of the OT group, average annualised committed supports and utilisation for OT are not shown.

- NSW has the highest number of active participants (130,118).
- There are 34 active participants who reside in Other Territories (OT) including Norfolk Island.
- 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 86% 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 52% compared with 65% 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 January 2020 to 30 June 2020 is shown, as experience in the most recent 3 months is still emerging.

Participant Outcomes and Satisfaction

Participant Outcomes and Satisfaction		
Participant and Scheme Outcome metrics from the Corporate Plan as at 30 September 2020*	***Latest Review***	***Baseline***
- Participant employment rate - ages 15 and over	23%	22%
- Participant social and community engagement rate - ages 15 and over	46%	35%
- Parent and carer employment rate - all ages	49%	45%
% of Participants rating their overall experience as Very Good or Good by pathway stage – current vs previous quarter	***2020-21 Q1***	***2019-20 Q4****
- Access	84%	82%
- Pre-planning	83%	83%
- Planning	85%	85%
- Plan review	86%	85%

**These Outcomes results only include participants who have been in the Scheme for at least two years. Trial participants are excluded. The measures compare the responses at the participants' most recent plan review, with the result at Scheme entry (Baseline).*

*** Participant satisfaction results for 2019-20 Q4 have been restated using data as at 30 September 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.*