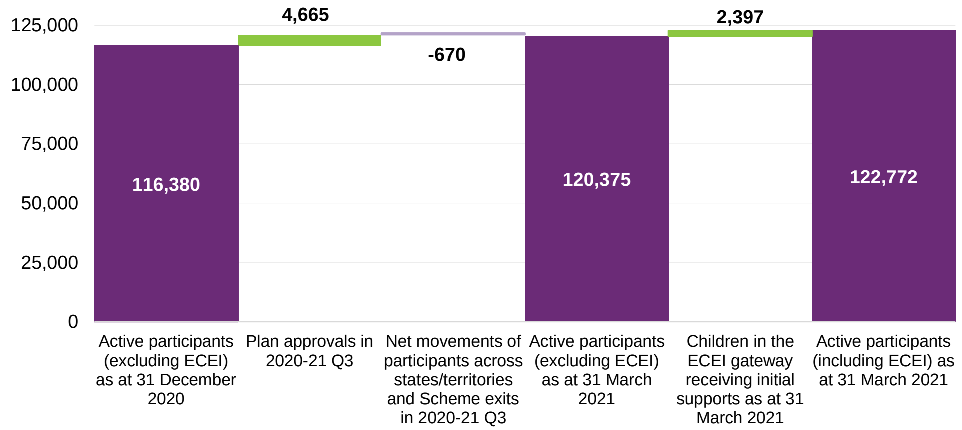
Participants and Planning

Participant Pathway Experience	As at 31 Mar	As at 31 Dec
Active participants (excluding ECEI)	120,375	116,380
Children in the ECEI gateway receiving Initial Supports	2,397	2,539
Children in the ECEI gateway not receiving Initial Supports	255	199
Proportion of participants fully or partially self managing their plan	35%	35%
Proportion of plans activated within 90 days*	85%	85%
Number of participant plan reviews completed in quarter**	24,553	21,727
Access decisions in progress	2,438	2,418
Participant Service Guarantee (PSG) - proportion which met target in quarter		
2: Access decision made or further information requested within 21 days of an access request	100%	100%
4: Access decision made within 14 days of final information being provided	98%	98%
5: Commence facilitating the preparation of a plan, within 21 days of an access decision being made***	82%	81%
6: First plan approved after access decision has been made for participants aged 7 or above, within 56 days****	82%	94%
7: First plan approved after access decision has been made for participants aged 0 to 6, within 90 days	96%	97%
11: Commence facilitating a scheduled plan review 56 days prior to the scheduled review date***	24%	65%
12: Decision made to undertake Participant Requested Reviews (PRRs) within 21 days	100%	100%
13: Participant Requested Reviews (PRRs) completed after decision made within 42 days	71%	77%
17: Reviews of Reviewable Decisions (RoRDs) completed after request is received within 90 days	90%	98%

** Trial participants are excluded. Participants with initial plans approved after the end of 2020-21 Q1 have been excluded. They are relatively new and it is too early to examine their durations to activation.*
*** Plans less than 31 days in duration have been excluded. The number of plan reviews during the December 2020 quarter have been restated at 31 March 2021 due to retrospective changes in underlying data.*
**** The logic used to measure these PSG timeframes has changed based on the use of new interactions in the CRM system. The result for PSG 11 for the March quarter uses the new logic whereas the results for PSG 5 for both quarters use the new logic. Despite current underachievement of PSG 11 regarding facilitating scheduled reviews, the NDIA's new participant check-in process ensures that every scheduled review begins with a contact from the planner or partner to discuss review options well before any scheduled review date.*
***** The target timeframe for PSG 6 has been reduced from 70 to 56 days in early 2021. The result for the March 2021 quarter is based on the 56 day timeframe while the result for the December 2020 quarter is based on the 70 day timeframe.*

Change in active participants between 31 Dec 2020 and 31 Mar 2021



Performance summary:

- 126,712 participants have entered the Scheme (incl ECEI) since July 2013. 122,772 of these continue to be active.
- 51,236 active participants are receiving supports for the first time.
- In the current quarter, 4,665 participants have entered the Scheme and there are 2,397 children with initial supports in the ECEI gateway at the end of March 2021.
- 24,553 plans have been reviewed this quarter.
- 6,866 access decisions have been made in the quarter, 5,077 of which met access and are still active as at 31 March 2021.
- 173 (3.7%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in VIC to 3,543 (2.9%).
- 652 (14.0%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants in VIC to 13,939 (11.6%).

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)*	5,571	5,376
Total number of active providers in last quarter*	2,549	2,582
Utilisation (6 month rolling average with 3 month lag) (%)	63%	62%
Plan utilisation by service district (% of service districts that are more than 10 percentage points below the benchmark)**	0%	6%
Market concentration (% of service districts 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 quarterly reviews %)***	5.1%	3.7%

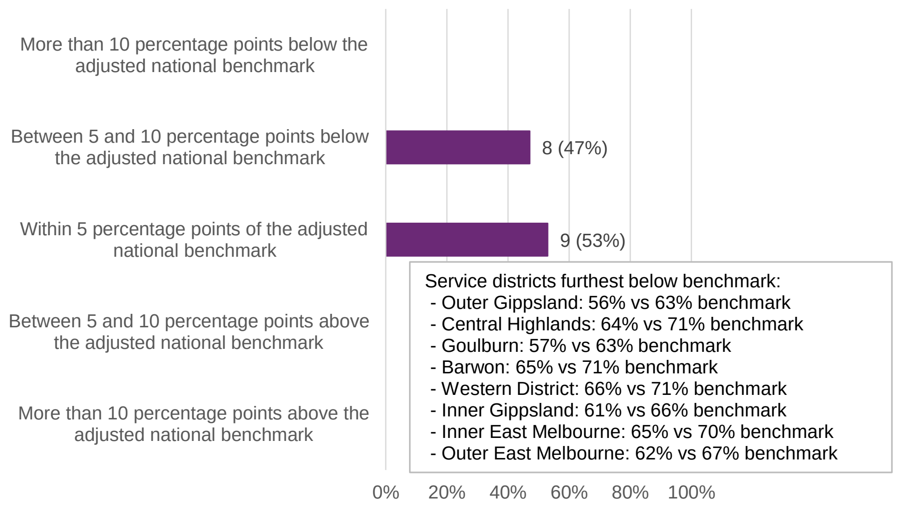
** Active providers refer to those who have received payment for supporting Agency-managed participants.*

*** 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 have been in the Scheme.*

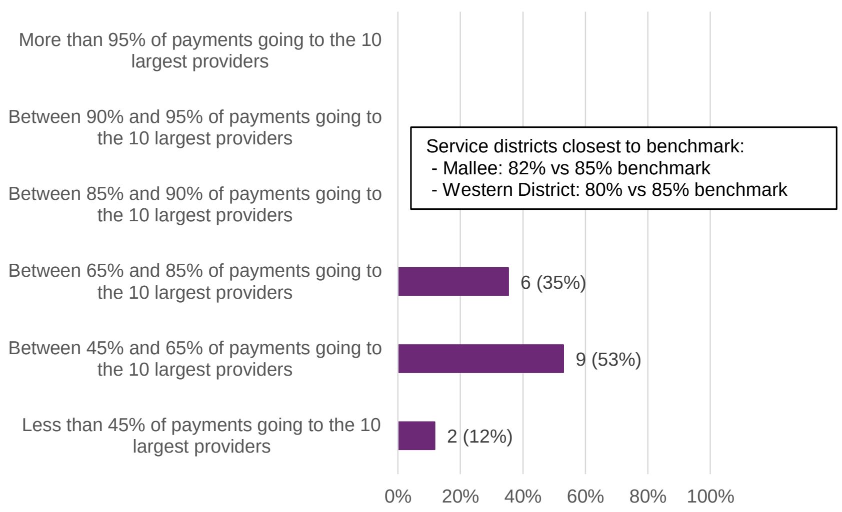
**** The rate of growth for the December 2020 quarter has been restated due to retrospective changes in the underlying data.*

- The number of active providers at the end of March is 5,571, increasing by 4% in the quarter.
- Utilisation was 63% in the six months from 1 July 2020 to 31 December 2020, with no service districts in Victoria more than 10 percentage points below the adjusted national benchmark.
- None of the service districts have the top 10 providers providing more than 85% of payments.

Distribution of service districts by plan utilisation**

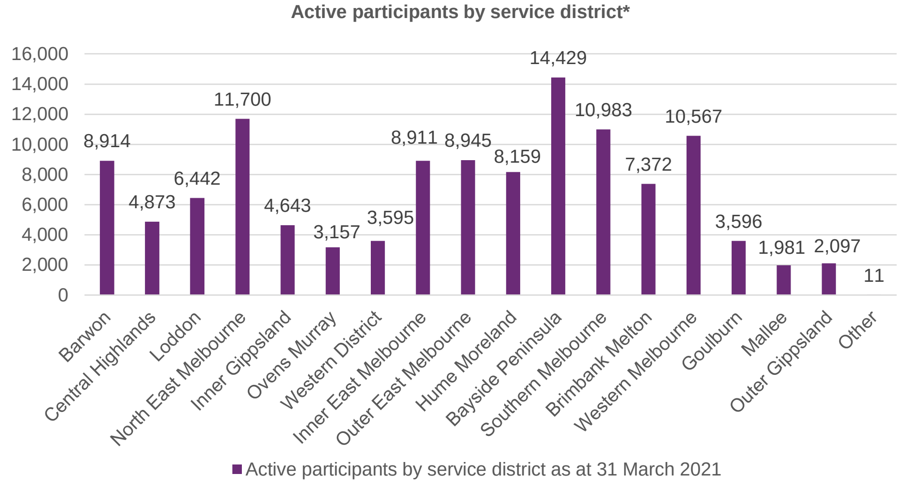


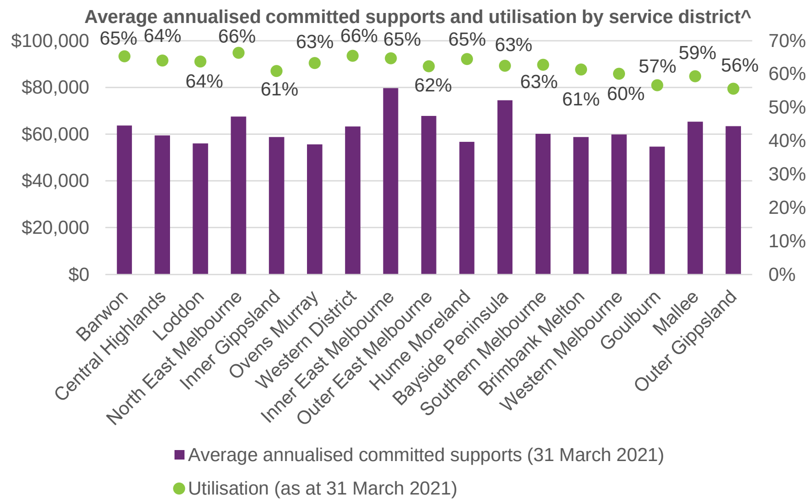
Distribution of service districts by market concentration



Victoria | 31 March 2021 | Quarterly Performance Dashboard

Service District Summaries





** 'Other' includes participants with service district information missing.*
^ Given the small size of the Other group, average annualised committed supports and utilisation for Other are not shown.

- Bayside Peninsula has the highest number of active participants (14,429), while Mallee has the lowest (1,981).
- Inner East Melbourne has the highest average annualised committed supports. This is partially driven by a high proportion of SIL participants compared with other VIC service districts.
- North East Melbourne and Western District have the highest utilisation at 66%, whilst Outer Gippsland has the lowest utilisation at 56%.
- Only utilisation of committed supports from 1 July 2020 to 31 December 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 31 March 2021*	***Latest review***	***Baseline***
- Participant employment rate - ages 15 and over	20%	20%
- Participant social and community engagement rate - ages 15 and over	43%	36%
- Parent and carer employment rate - all ages	47%	44%
% of Participants rating their overall experience as Very Good or Good by pathway stage – current quarter**	***2020-21 Q3***	***2020-21 Q2***
- Access	79%	85%
- Pre-planning	85%	81%
- Planning	87%	85%
- Plan review	77%	80%

** 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 2020-21 Q2 have been restated using data as at 31 March 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.*