

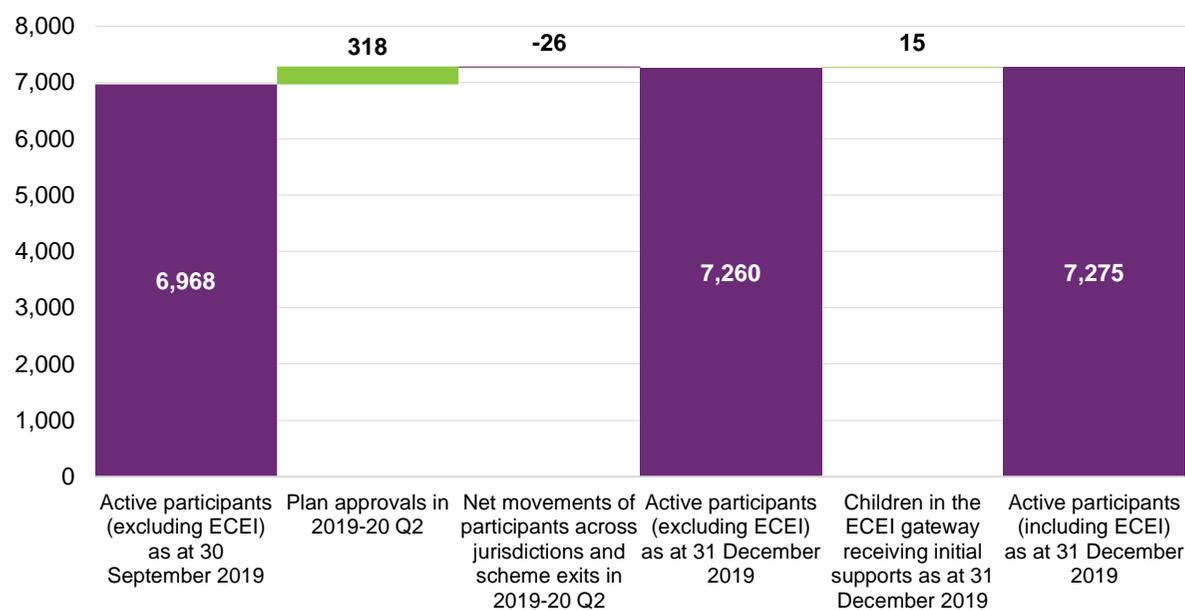
Participants and Planning

Participant Pathway Experience	Period	As at 31 Dec	As at 30 Sep
Active participants (excluding ECEI)	Current Quarter	7,260	6,968
Children in the ECEI gateway receiving Initial Supports	Current Quarter	15	20
Children in the ECEI gateway not receiving Initial Supports	Current Quarter	164	148
Plans approved (including ECEI with initial supports) vs Bilateral Estimate (scheme to date %)*	Scheme to date	165%	159%
Intake as % of operational target	Year to date	109%	158%
Proportion of participants fully or partially self managing their plan (transition only)	Current Quarter	43%	42%
Proportion of plans activated within 90 days**	Current Quarter	79%	79%
Participant plan reviews as % of plan review target	Year to date	145%	96%
Number of participant plan reviews completed	Current Quarter	1,916	1,635
Access decisions in progress	Current Quarter	53	93
Average days to complete an access decision	Current Quarter		
Age 0 to 6		5	19
Age 7 or above		8	28
Average days to complete first plan after the access requirements have been met	Current Quarter		
Age 0 to 6		52	59
Age 7 or above		109	123

* Bilateral estimate as at 30 June 2019.

** Trial participants are excluded. Participants with initial plans approved after the end of 2018-19 Q4 have been excluded from the analysis. They are relatively new and it is too early to examine their durations to activation.

Change in plan approvals between 30 Sep 2019 and 31 Dec 2019



Performance summary:

- 8,098 participants have entered the scheme (incl ECEI) since July 2013 and currently reside in Australian Capital Territory. 7,275 of these continue to be active.
- 4,432 active participants are receiving supports for the first time.
- In the current quarter, 318 participants have entered the scheme and there are 15 confirmed ECEI children at the end of December 2019.
- On a year to date basis, 569 participants have entered the scheme (with an initial approved plan) which is 109% of the operational target.
- 1,916 plans have been reviewed this quarter. On a year to date basis, total reviews completed are at 145% of the plan review operational target.
- 387 access decisions have been made in the quarter, 280 of which met access and are still active as at 31 December 2019.
- 20 (6.3%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in ACT to 303 (4.2%).
- 36 (11.3%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants in ACT to 780 (10.7%).

Provider and Market Metrics

Market supply and participant costs	As at 31 Dec	As at 30 Sep
Total number of active providers (with at least one claim ever) ~	933	888
Total number of active providers in last quarter ~	402	416
Utilisation (6 month rolling average with 3 month lag) (%)	74%	75%
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%	99.6%
Growth in annualised plan budget (current quarter reviews %)	6.0%	3.5%

~ 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 December is 933, growing by 5% in the quarter. Part of this change is caused by the net movement of participants into Australian Capital Territory since 30 September.
- Utilisation has been 74% from 1 April 2019 to 30 September 2019, compared with an adjusted national benchmark of 73%.*
- Only utilisation of committed supports from 1 April 2019 to 30 September 2019 is shown, as experience in the most recent 3 months is still emerging.
- The top 10 providers provide 54% of supports by value, compared with the national benchmark of 85%.

Participant Outcomes and Satisfaction

Participant Outcomes and Satisfaction	Second review	Baseline
Outcomes measures as at 31 December 2019*		
- % of participants involved in community / social activities	44%	42%
- % of participants in work	36%	32%
- % of participants who choose who supports them	68%	68%
	2019-20 Q2	2019-20 Q1
Participant satisfaction with the Agency planning process - current vs previous quarter (% who responded good or very good)**	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 January 2017 and 31 December 2017 and have had a second plan review to date.

** There is insufficient data to report on satisfaction in 2019-20 Q2 and 2019-20 Q1.