

Participants and Planning

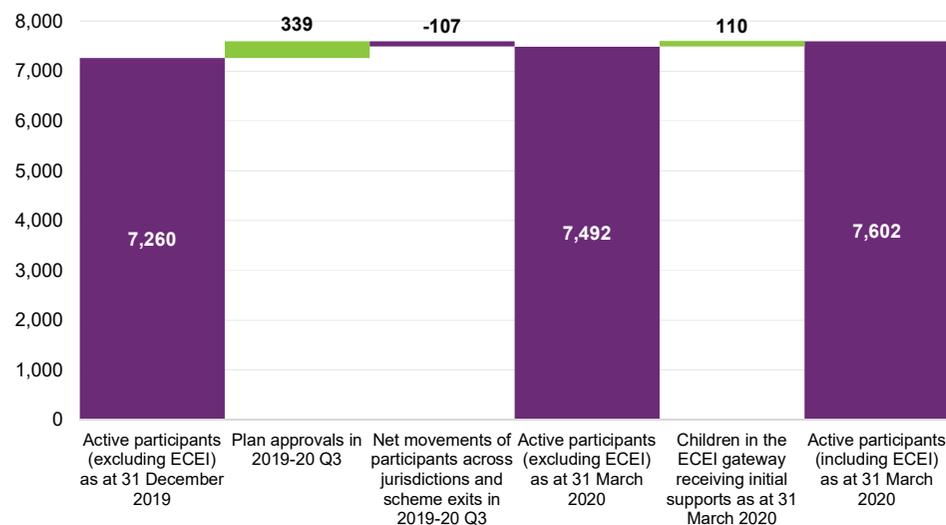
Participant Pathway Experience	Period	As at 31 Mar	As at 31 Dec
Active participants (excluding ECEI)	Current Quarter	7,492	7,260
Children in the ECEI gateway receiving Initial Supports	Current Quarter	110	15
Children in the ECEI gateway not receiving Initial Supports	Current Quarter	30	164
Plans approved (including ECEI with initial supports) vs Bilateral Estimate*	Scheme to date	173%	165%
Proportion of participants fully or partially self managing their plan	Current Quarter	44%	43%
Proportion of plans activated within 90 days**	Current Quarter	79%	79%
Number of participant plan reviews completed	Current Quarter	1,802	1,916
Open participant requested reviews (PRRs)	Current Quarter	14	21
Open reviews of reviewable decisions (RoRDs – Access)***	Current Quarter	2	19
Open reviews of reviewable decisions (RoRDs – Planning)***	Current Quarter	129	164
Access decisions in progress	Current Quarter	58	53
Average days to complete an access decision	Current Quarter		
Age 0 to 6		1	5
Age 7 or above		4	8
Average days to complete first plan after the access requirements have been met	Current Quarter		
Age 0 to 6		27	52
Age 7 or above		84	109

* Bilateral estimate as at 30 June 2019.

** Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 Q1 have been excluded from the analysis. 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). Open RoRD Planning numbers relate to requests made after 15 April 2019.

Change in active participants between 31 Dec 2019 and 31 Mar 2020



Performance summary:

- 8,499 participants have entered the scheme (incl ECEI) since July 2013 and currently reside in Australian Capital Territory. 7,602 of these continue to be active.
- 4,684 active participants are receiving supports for the first time.
- In the current quarter, 339 participants have entered the scheme and there are 110 confirmed ECEI children at the end of March 2020.
- 1,802 plans have been reviewed this quarter.
- 308 access decisions have been made in the quarter, 225 of which met access and are still active as at 31 March 2020.
- 16 (4.7%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in ACT to 310 (4.1%).
- 43 (12.7%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants in ACT to 814 (10.9%).

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) ~	975	951
Total number of active providers in last quarter ~	393	402
Utilisation (6 month rolling average with 3 month lag) (%)	72%	74%
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%	99.8%
Growth in annualised plan budget (current quarter reviews %)	8.3%	6.0%

~ 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 March is 975, growing by 3% in the quarter. Part of this change is caused by the net movement of participants into Australian Capital Territory since 31 December.
- Utilisation has been 72% from 1 July 2019 to 31 December 2019, compared with an adjusted national benchmark of 72%.*
- Only utilisation of committed supports from 1 July 2019 to 31 December 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 March 2020*		
- % of participants involved in community / social activities	44%	45%
- % of participants in work	31%	30%
- % of participants who choose who supports them	60%	64%
% of Participants rating their overall experience as Very Good or Good by pathway stage – current vs previous quarter	2019-20 Q3	2019-20 Q2
- Access **	n/a	n/a
- Pre-planning	71%	83%
- Planning	67%	69%
- 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 April 2017 and 31 March 2018 and have had a second plan review to date.

** There is insufficient data to report on the participant satisfaction survey results relating to the Access stage and the Plan review stage for both 2019-20 Q3 and 2019-20 Q2.