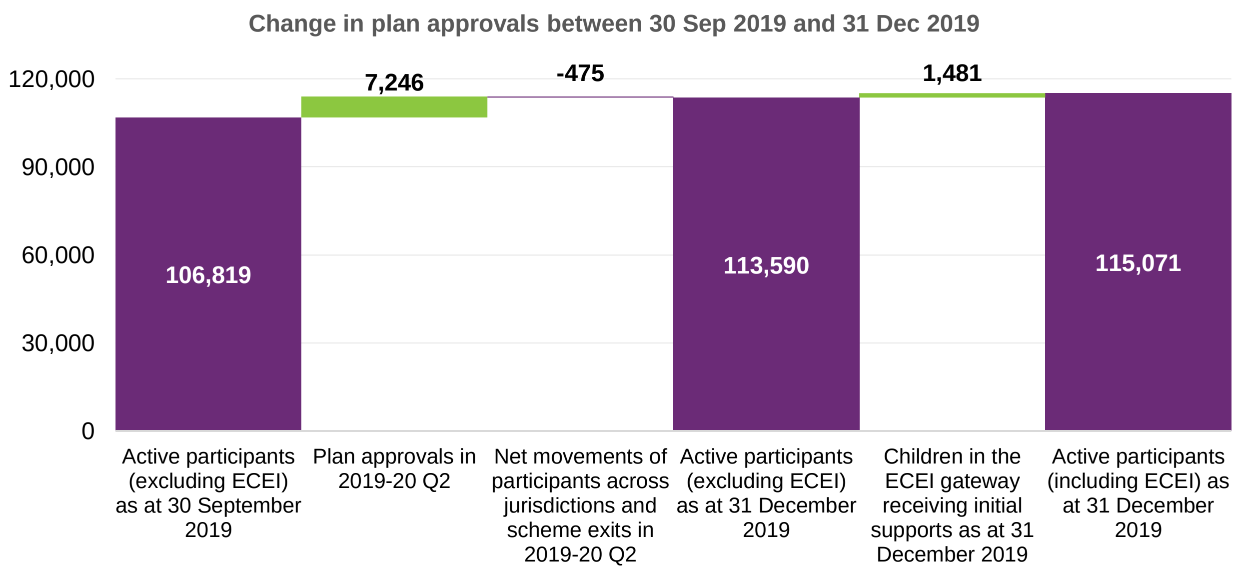
Participants and Planning

Participant Pathway Experience	Period	As at 31 Dec	As at 30 Sep
Active participants (excluding ECEI)	Current Quarter	113,590	106,819
Children in the ECEI gateway receiving Initial Supports	Current Quarter	1,481	1,442
Children in the ECEI gateway not receiving Initial Supports	Current Quarter	1,209	1,366
Plans approved (including ECEI with initial supports) vs Bilateral Estimate (scheme to date %)*	Scheme to date	84%	79%
Intake as % of operational target	Year to date	124%	250%
Proportion of participants fully or partially self managing their plan (transition only)	Current Quarter	27%	27%
Proportion of plans activated within 90 days**	Current Quarter	86%	86%
Participant plan reviews as % of plan review target	Year to date	107%	109%
Number of participant plan reviews completed	Current Quarter	27,150	23,088
Access decisions in progress	Current Quarter	1,619	2,435
Average days to complete an access decision	Current Quarter		
Age 0 to 6		6	18
Age 7 or above		8	27
Average days to complete first plan after the access requirements have been met	Current Quarter		
Age 0 to 6		41	52
Age 7 or above		69	79

** 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.*



Performance summary:

- 118,809 participants have entered the scheme (incl ECEI) since July 2013. 115,071 of these continue to be active.
- 48,477 active participants are receiving supports for the first time.
- In the current quarter, 7,246 participants have entered the scheme and there are 1,481 children with initial supports in the ECEI gateway at the end of December 2019.
- On a year to date basis, 13,964 participants have entered the scheme (with an initial approved plan) which is 124% of the operational target.
- 27,150 plans have been reviewed this quarter. On a year to date basis, total reviews completed are at 107% of the plan review operational target.
- 8,692 access decisions have been made in the quarter, 6,330 of which met access and are still active as at 31 December 2019.
- 750 (10.4%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in NSW to 7,654 (6.7%).
- 872 (12.0%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants in NSW to 11,251 (9.9%).

Provider and Market Metrics

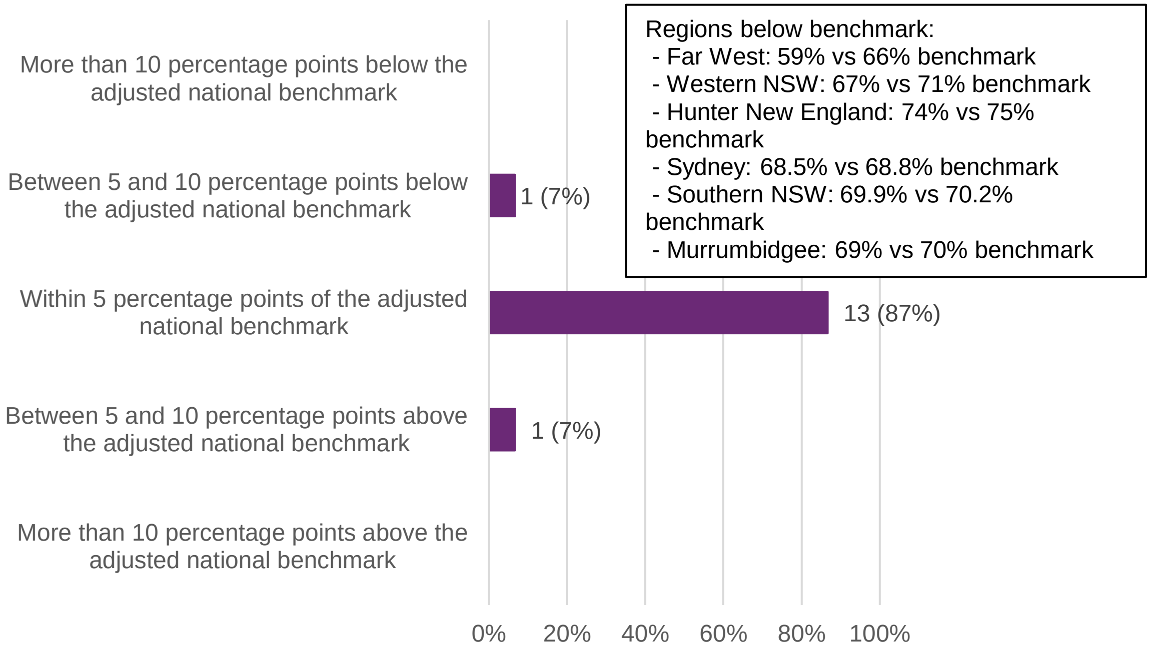
Market supply and participant costs	As at 31 Dec	As at 30 Sep
Total number of active providers (with at least one claim ever) ~	6,764	6,579
Total number of active providers in last quarter ~	4,012	4,121
Utilisation (6 month rolling average with 3 month lag) (%)	74%	74%
Plan utilisation by region (% of 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) (%)	99.7%	99.8%
Growth in annualised plan budget (current quarter reviews %)	11.3%	8.5%

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

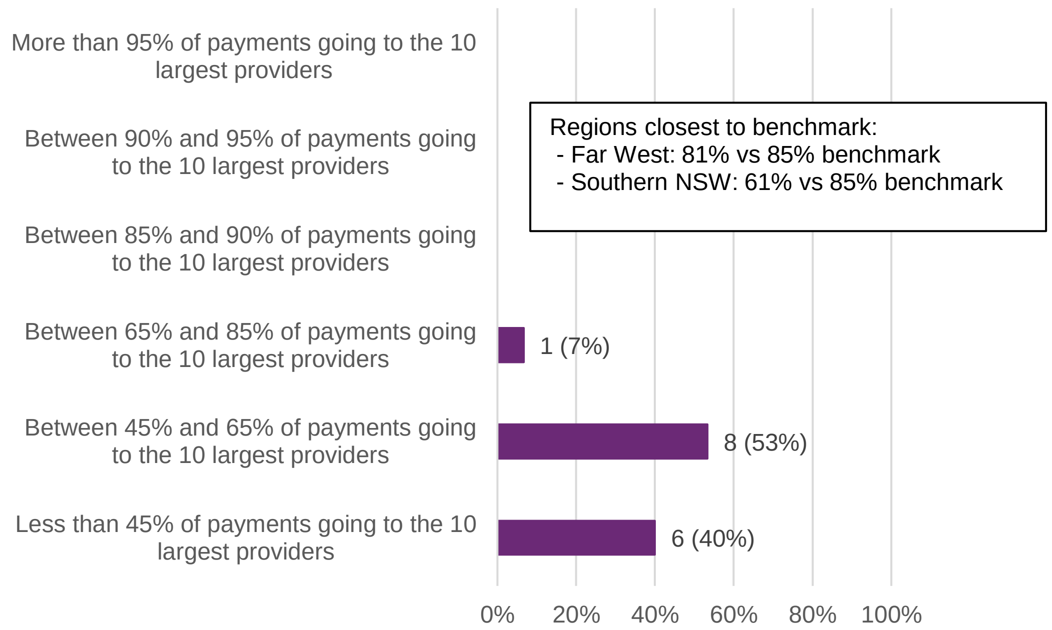
** The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each region and the length of time participants had been in the Scheme.*

- The number of active providers at the end of December is 6,764, growing by 3% in the quarter.
- Utilisation was 74% from 1 April 2019 to 30 September 2019, with no regions in New South Wales more than 10 percentage points below the adjusted national benchmark.
- None of the regions has the top 10 providers providing more than 85% of supports by value.

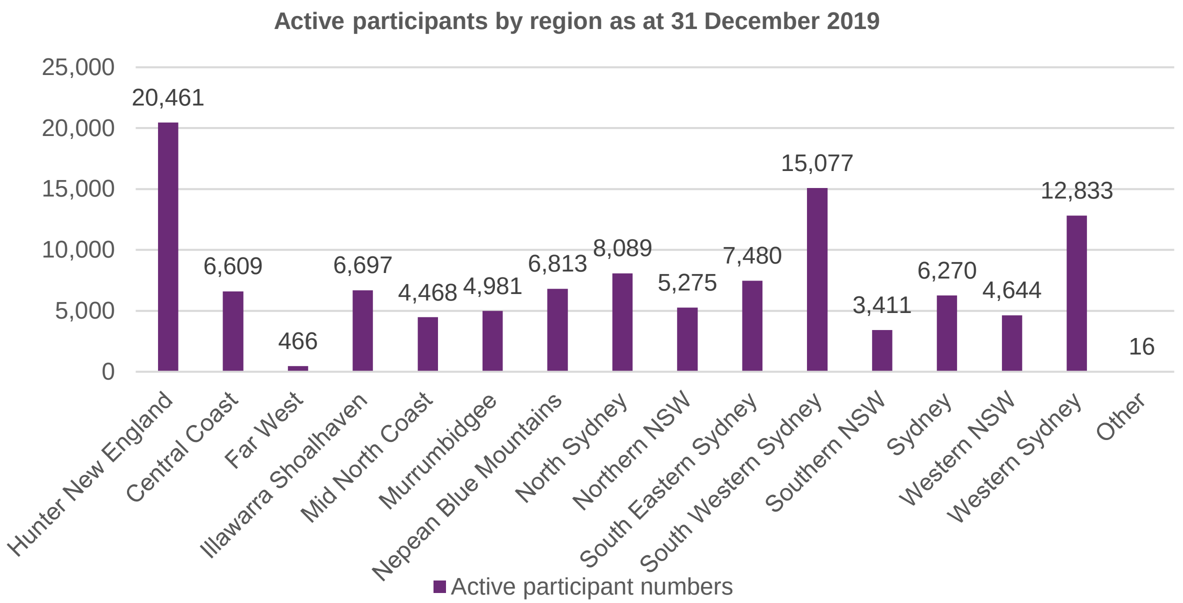
Distribution of regions by plan utilisation*

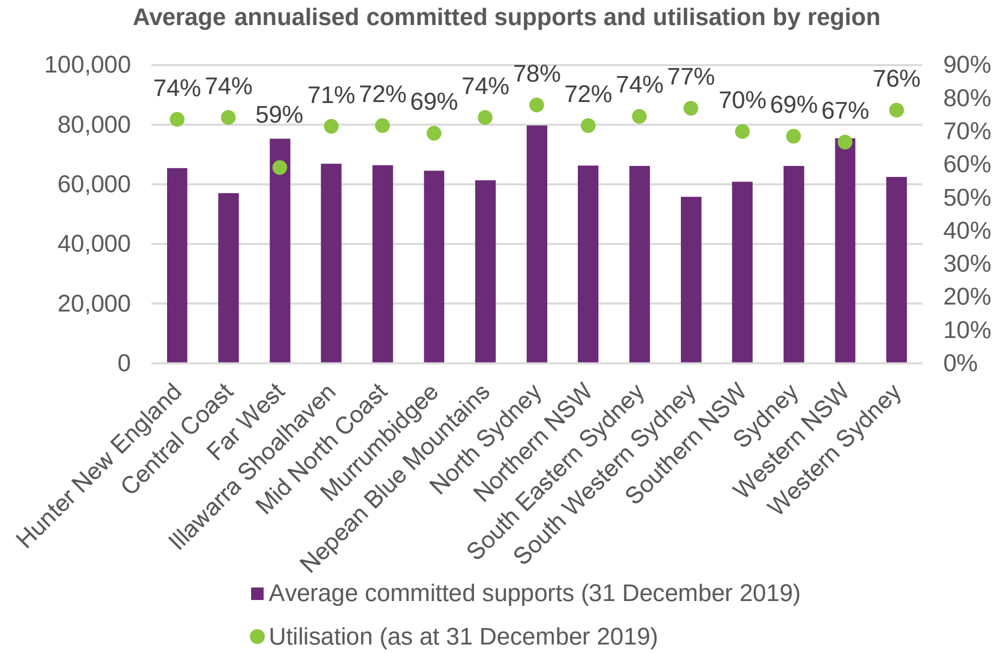


Distribution of regions by market concentration



Regional Summaries





Note: 'Other' include participants with regional information missing.

- Hunter New England has the highest number of active participants (20,461), while Far West has the lowest (466).
- North Sydney has the highest average annualised committed supports. This is partially driven by a high proportion of SIL participants compared with other NSW regions.
- North Sydney has the highest utilisation at 78%, whilst Far West has the lowest utilisation at 59%.
- 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.

Participant Outcomes and Satisfaction

Participant Outcomes and Satisfaction		
Outcomes measures as at 31 December 2019*	***Second review***	***Baseline***
- % of participants involved in community / social activities	47%	34%
- % of participants in work	28%	28%
- % of participants who choose who supports them	48%	48%
	2019-20 Q2	***2019-20 Q1***
Participant satisfaction with the Agency planning process - current vs previous quarter (% who responded good or very good)	94%	92%

**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.*