

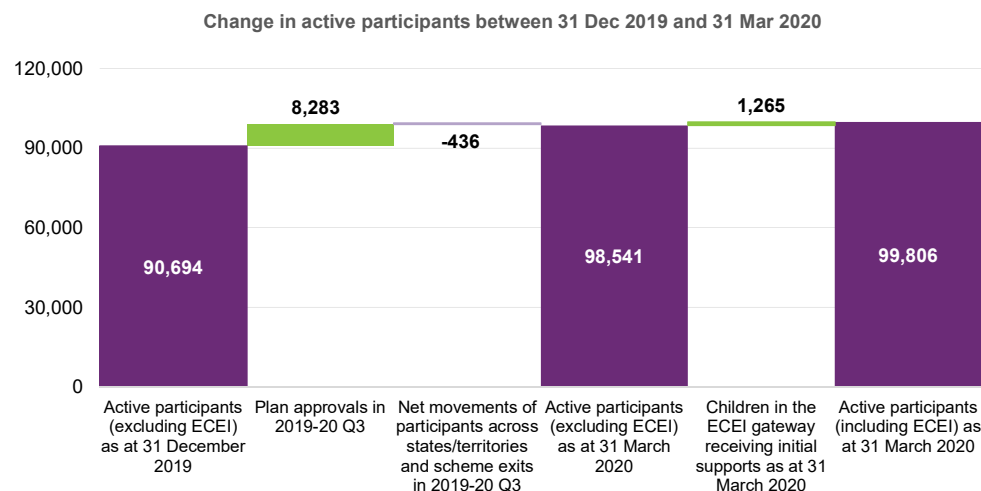
Participants and Planning

Participant Pathway Experience	Period	As at 31 Mar	As at 31 Dec
Active participants (excluding ECEI)	Current Quarter	98,541	90,694
Children in the ECEI gateway receiving Initial Supports	Current Quarter	1,265	340
Children in the ECEI gateway not receiving Initial Supports	Current Quarter	2,548	3,257
Plans approved (including ECEI with initial supports) vs Bilateral Estimate*	Scheme to date	97%	88%
Proportion of participants fully or partially self managing their plan	Current Quarter	34%	33%
Proportion of plans activated within 90 days**	Current Quarter	86%	86%
Number of participant plan reviews completed	Current Quarter	23,605	18,378
Open participant requested reviews (PRRs)	Current Quarter	187	564
Open reviews of reviewable decisions (RoRDs – Access)***	Current Quarter	104	286
Open reviews of reviewable decisions (RoRDs – Planning)***	Current Quarter	1,478	2,300
Access decisions in progress	Current Quarter	1,396	3,019
Average days to complete an access decision	Current Quarter		
Age 0 to 6		3	6
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		71	76
Age 7 or above		126	106

* 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.



Performance summary:

- 102,046 participants have entered the scheme (incl ECEI) since July 2013. 99,806 of these continue to be active.
- 31,942 active participants are receiving supports for the first time.
- In the current quarter, 8,283 participants have entered the scheme and there are 1,265 children with initial supports in the ECEI gateway at the end of March 2020.
- 23,605 plans have been reviewed this quarter.
- 7,524 access decisions have been made in the quarter, 5,799 of which met access and are still active as at 31 March 2020.
- 288 (3.5%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in VIC to 2,591 (2.6%).
- 1,146 (13.9%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants in VIC to 10,834 (11.0%).

Provider and Market Metrics

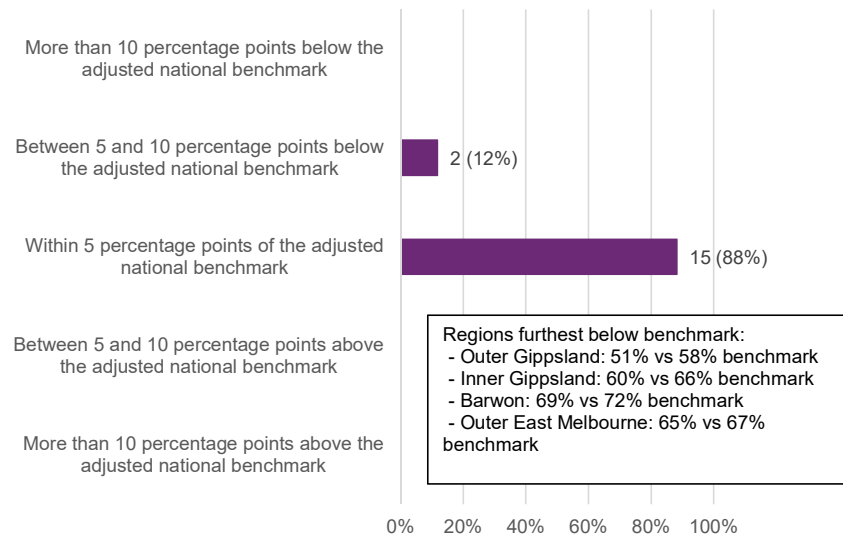
Market supply and participant costs	As at 31 Mar	As at 31 Dec
Total number of active providers (with at least one claim ever) [~]	4,826	4,531
Total number of active providers in last quarter [~]	2,934	2,893
Utilisation (6 month rolling average with 3 month lag) (%)	66%	66%
Plan utilisation by region (% of regions that are more than 10 percentage points below the benchmark) [^]	0%	6%
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) (%)	99.9%	99.8%
Growth in annualised plan budget (current quarterly reviews %)	12.2%	12.3%

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

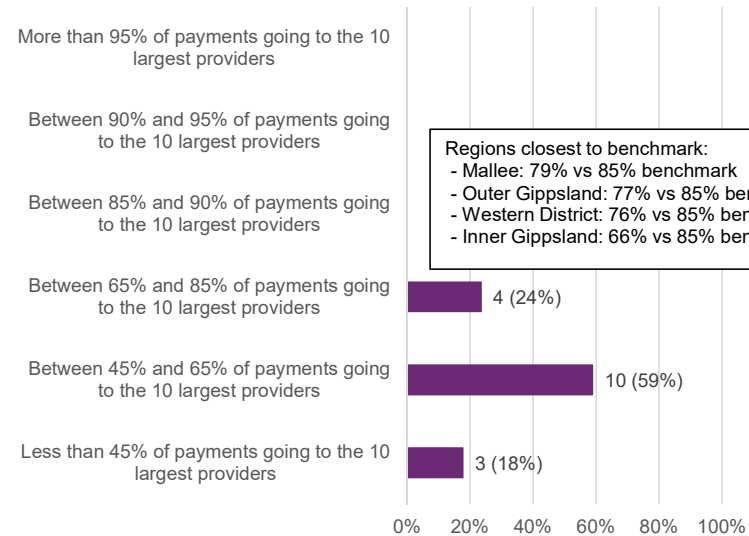
[^] The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each region and the length of time participants had been in the Scheme.

- The number of active providers at the end of March is 4,826, increasing by 7% in the quarter.
- Utilisation was 66% in the six months from 1 July 2019 to 31 December 2019, with no regions in Victoria 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.

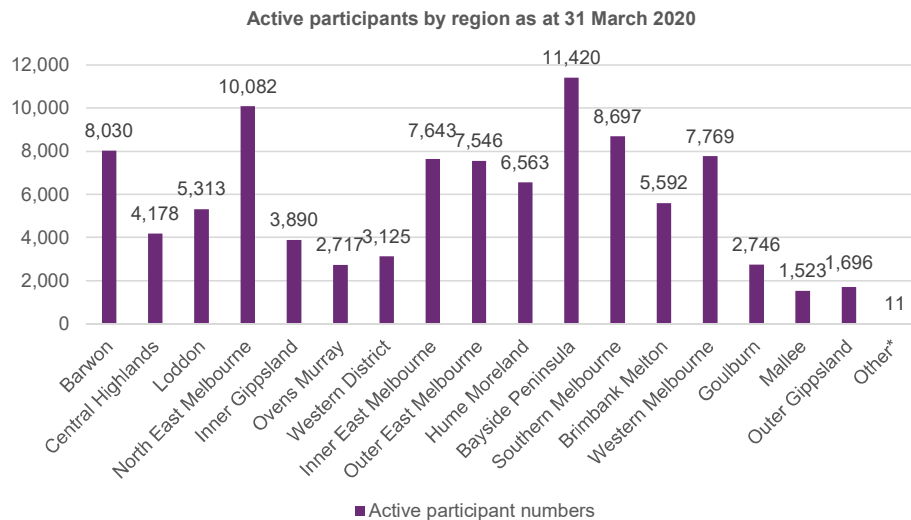
Distribution of regions by plan utilisation[^]



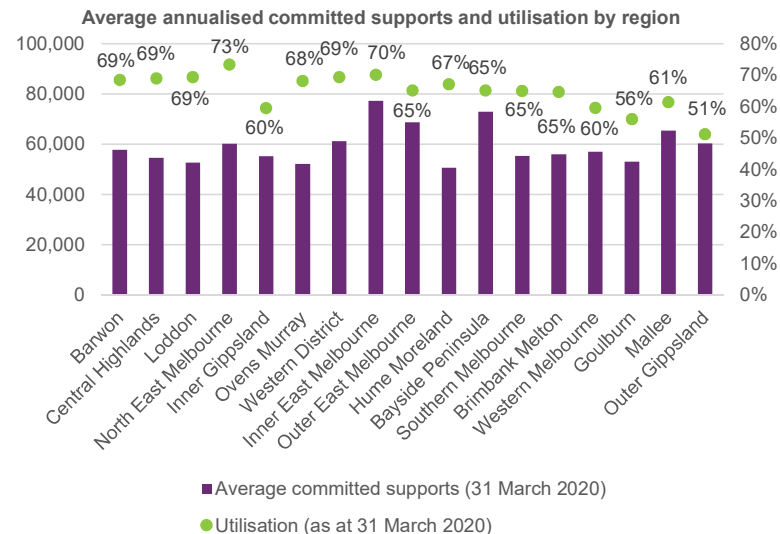
Distribution of regions by market concentration



Regional summaries



* 'Other' include participants with regional information missing.



- Bayside Peninsula has the highest number of active participants (11,420), while Mallee has the lowest (1,523).
- 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 regions.
- North East Melbourne has the highest utilisation at 73%, whilst Outer Gippsland has the lowest utilisation at 51%.
- 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.

Participant Outcomes and Satisfaction

Participant Outcomes and Satisfaction

Outcomes measures as at 31 March 2020*

- % of participants involved in community / social activities
- % of participants in work
- % of participants who choose who supports them

% of Participants rating their overall experience as Very Good or Good by pathway stage – current vs previous quarter

- Access
- Pre-planning
- Planning
- Plan review

	Second review	Baseline
	44%	36%
	23%	22%
	51%	49%
	2019-20 Q3	2019-20 Q2
	70%	78%
	83%	76%
	79%	82%
	79%	82%

* 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.