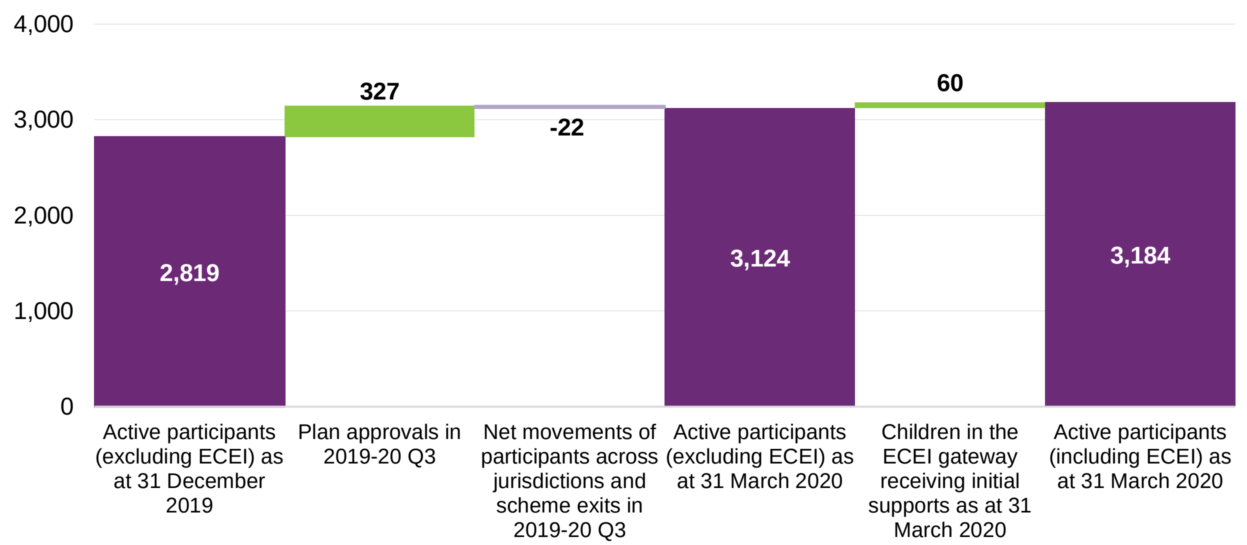
Participants and Planning

Participant Pathway Experience	Period	As at 31 Mar	As at 31 Dec
Active participants (excluding ECEI)	Current Quarter	3,124	2,819
Children in the ECEI gateway receiving Initial Supports	Current Quarter	60	38
Children in the ECEI gateway not receiving Initial Supports	Current Quarter	13	67
Plans approved (including ECEI with initial supports) vs Bilateral Estimate	Scheme to date	53%	51%
Proportion of participants fully or partially self managing their plan	Current Quarter	19%	19%
Proportion of plans activated within 90 days*	Current Quarter	82%	82%
Number of participant plan reviews completed	Current Quarter	682	783
Open participant requested reviews (PRRs)**	Current Quarter	5	16
Open reviews of reviewable decisions (RoRDs – Access)**	Current Quarter	2	3
Open reviews of reviewable decisions (RoRDs – Planning)**	Current Quarter	20	38
Access decisions in progress	Current Quarter	49	78
Average days to complete an access decision	Current Quarter		
Age 0 to 6		3	6
Age 7 or above		3	7
Average days to complete first plan after the access requirements have been met	Current Quarter		
Age 0 to 6		66	41
Age 7 or above		114	91

**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:
- 3,277 participants have entered the scheme (incl ECEI) since July 2013 and currently reside in the Northern Territory. 3,184 of these continue to be active.
- 1,201 active participants are receiving supports for the first time.
- In the current quarter, 327 participants have entered the scheme and there are 60 children with initial supports in the ECEI gateway at the end of March 2020.
- 682 plans have been reviewed this quarter.
- 371 access decisions have been made in the quarter, 282 of which met access and are still active as at 31 March 2020.
- 158 (48.3%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in NT to 1,556 (49.8%).
- 71 (21.7%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants in NT to 820 (26.2%).

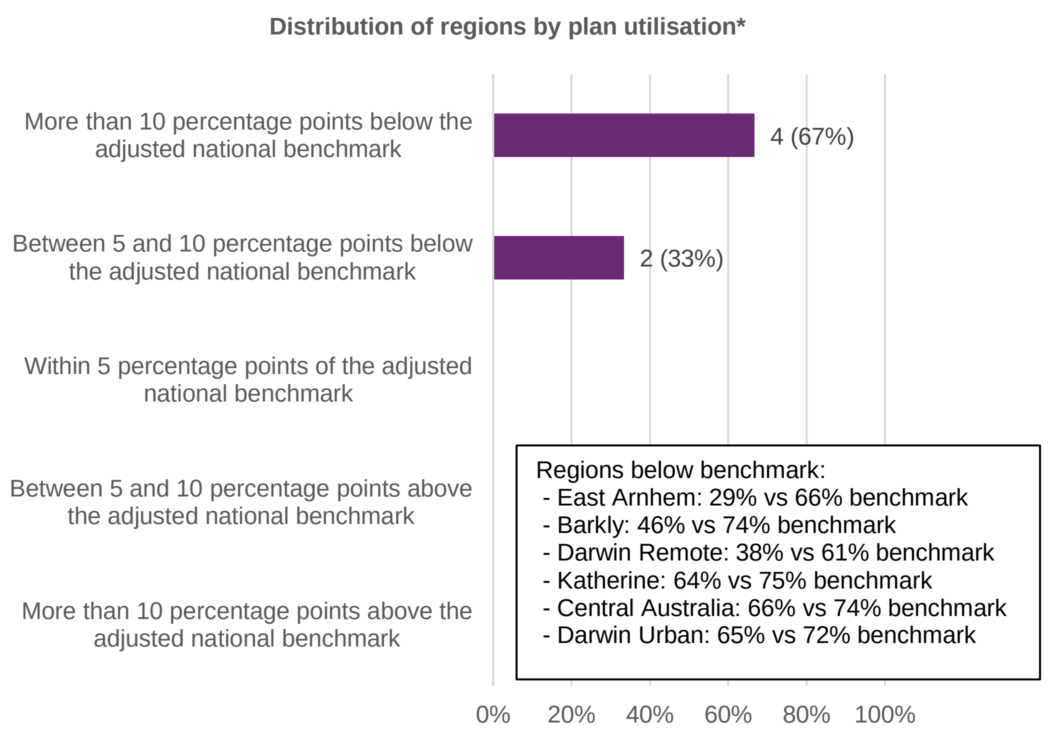
Provider and Market Metrics

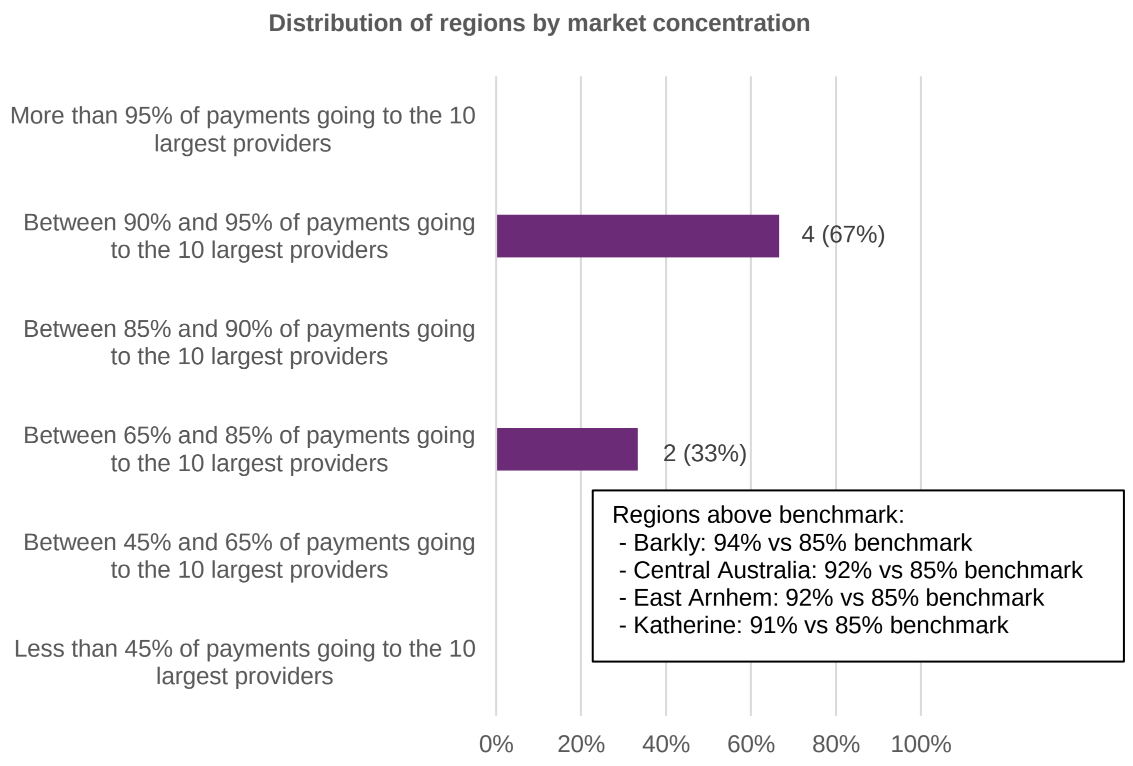
Market supply and participant costs	As at 31 Mar	As at 31 Dec
Total number of active providers (with at least one claim ever) ~	504	420
Total number of active providers in last quarter ~	256	217
Utilisation (6 month rolling average with 3 month lag) (%)	60%	60%
Plan utilisation by region (% of regions that are more than 10 percentage points below the benchmark)*	67%	50%
Market concentration (% of regions where the top 10 providers supply more than 85% of the supports $)	67%	67%
Payments paid within 5 days (portal) (%)	99.5%	99.3%
Growth in annualised plan budget (current quarterly reviews %)	13.2%	22.3%

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

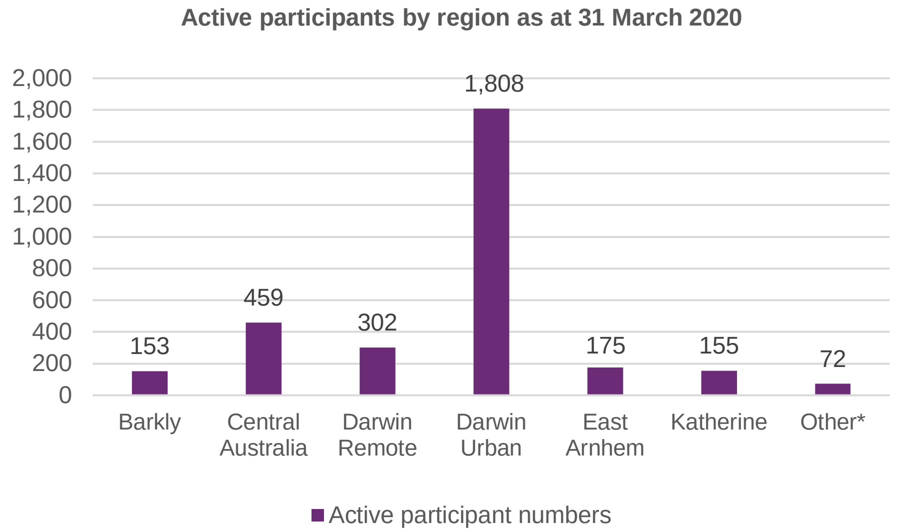
** The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each region and the length of time participants had been in the Scheme.*

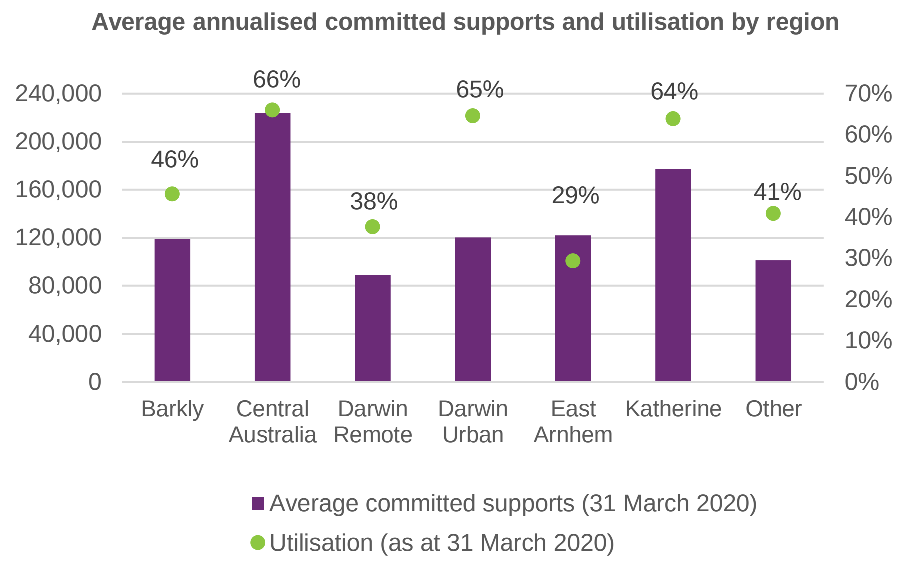
- The number of active providers at the end of March is 504, growing by 20% in the quarter.
- Utilisation was 60% in the six months from 1 July 2019 to 31 December 2019, with 67% of regions in the Northern Territory more than 10 percentage points below the adjusted national benchmark.
- In 67% of regions, the top 10 providers provide more than 85% of supports by value.





Regional Summaries





** 'Other' includes participants with regional information missing.*

- Darwin Urban has the highest number of active participants (1,808), while Barkly has the lowest (153).
- Central Australia has the highest average annualised committed supports.This is partly driven by a higher proportion of SIL participants compared with other Northern Territory regions.
- Central Australia has the highest utilisation at 66%, whilst East Arnhem has the lowest utilisation at 29%.
- 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*	***Second review***	***Baseline***
- % of participants involved in community / social activities	51%	47%
- % of participants in work	10%	8%
- % of participants who choose who supports them	27%	22%
% 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	n/a	n/a
- Planning	n/a	n/a
- 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 for the Northern Territory.*