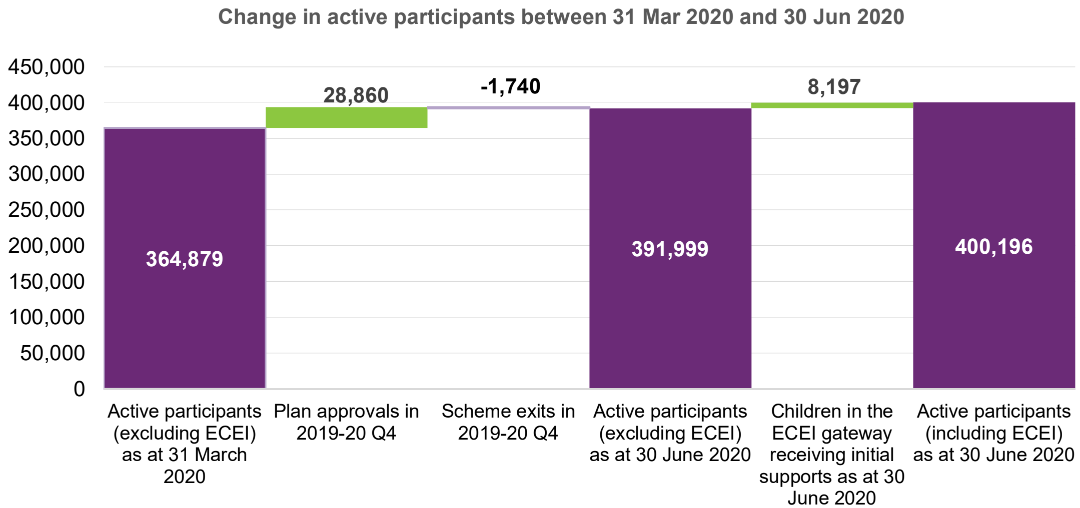
## Participants and Planning

| Participant Pathway Experience | Period | As at 30 Jun | As at 31 Mar |
|---|---|---|---|
| Active participants (excluding ECEI) | Current Quarter | 391,999 | 364,879 |
| Children in the ECEI gateway receiving Initial Supports | Current Quarter | 8,197 | 5,542 |
| Children in the ECEI gateway not receiving Initial Supports | Current Quarter | 1,614 | 5,851 |
| Plans approved (including ECEI with initial supports) vs Bilateral Estimate* | Scheme to date | 96% | 89% |
| Proportion of participants fully or partially self managing their plan | Current Quarter | 31% | 31% |
| Proportion of plans activated within 90 days** | Current Quarter | 86% | 86% |
| Number of participant plan reviews completed | Current Quarter | 103,755 | 89,329 |
| Open participant requested reviews (PRRs) | Current Quarter | 2,201 | 755 |
| Open reviews of reviewable decisions (RoRDs – Access)*** | Current Quarter | 216 | 391 |
| Open reviews of reviewable decisions (RoRDs – Planning)*** | Current Quarter | 1,900 | 6,475 |
| Access decisions in progress | Current Quarter | 8,578 | 5,011 |
| **Average days to complete an access decision** | Current Quarter | | |
| Age 0 to 6 | | 4 | 3 |
| Age 7 or above | | 8 | 4 |
| **Average days to complete first plan after the access requirements have been met** | Current Quarter | | |
| Age 0 to 6 | | 48 | 60 |
| Age 7 or above | | 80 | 102 |

** Bilateral estimate as at 30 June 2019 for all states and territories except WA and NT.*

*** Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 Q2 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). Numbers of open RoRDs at the end of March have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data.*




**Performance summary:**

- 412,968 participants have entered the scheme (incl ECEI) since July 2013. 400,196 of these continue to be active.
- 175,568 active participants are receiving supports for the first time.
- In the current quarter, 28,860 participants have entered the scheme and there are 8,197 children with initial supports in the ECEI gateway at the end of June 2020.
- 103,755 plans have been reviewed this quarter.
- 26,943 access decisions have been made in the quarter, 21,432 of which met access and are still active as at 30 June 2020.
- 2,332 (8.1%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants nationally to 25,077 (6.4%).
- 3,149 (10.9%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants nationally to 36,066 (9.2%).

## Provider and Market Metrics

| Market supply and participant costs | As at 30 Jun | As at 31 Mar |
|---|---|---|
| Total number of active providers (with at least one claim ever)˜ | 14,882 | 14,534 |
| Total number of active providers in last quarter˜ | 9,251 | 9,746 |
| Utilisation (6 month rolling average with 3 month lag) (%) | 70% | 68% |
| Plan utilisation by region (% of regions that are more than 10 percentage points below the benchmark)*^ | 10% | 11% |
| Market concentration (% of regions where more than 85% of payments for supports go to the top 10 providers)* | 13% | 11% |
| Payments paid within 5 days (portal) (%) | 99.7% | 99.8% |
| Growth in annualised plan budget (current quarter reviews %) | 16.6% | 12.8% |

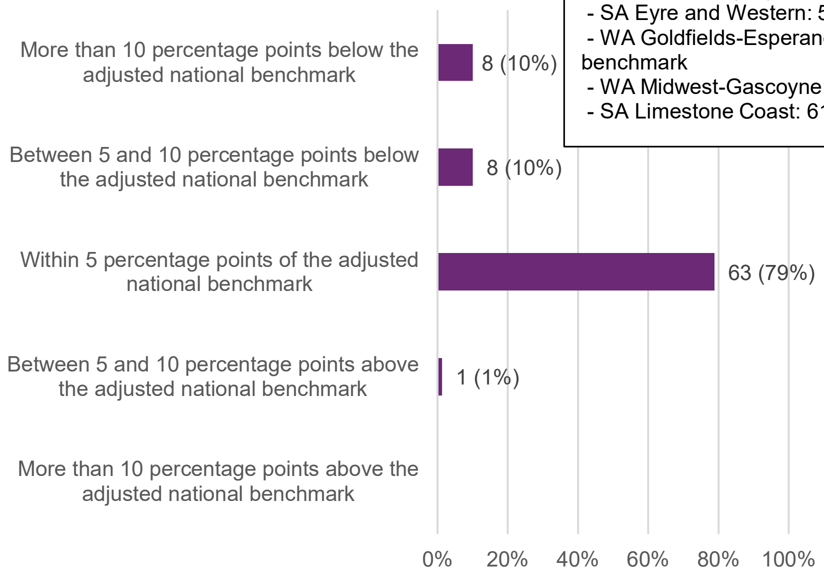
˜ *Active providers refer to those who have received payment for supporting Agency-managed participants.*

**All regions are now included in these market monitoring metrics, including the regions which commenced phasing in from 1 July 2019 for the first time.*

*^ 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.*

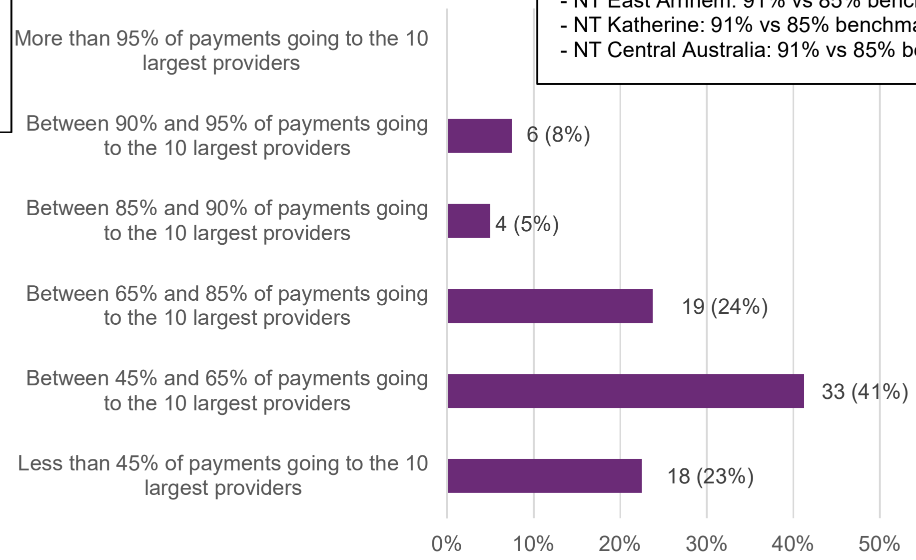
- The number of active providers at the end of June is 14,882, growing by 2% in the quarter.
- Utilisation was 70% from 1 October 2020 to 31 March 2020, with 10% of regions in Australia more than 10 percentage points below the adjusted national benchmark.
- In 13% of regions, the top 10 providers provide more than 85% of supports by value.

Distribution of regions by plan utilisation*^



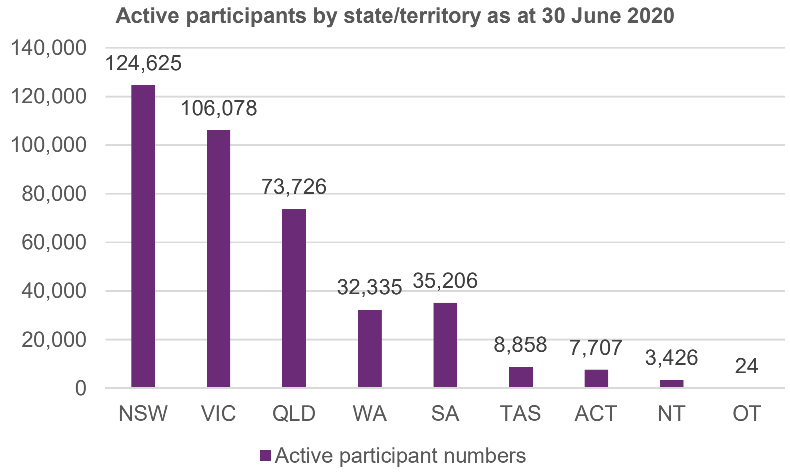

Regions more than 10% below benchmark:
- NT East Arnhem: 33% vs 66% benchmark
- NT Barkly: 53% vs 75% benchmark
- NT Darwin Remote: 40% vs 60% benchmark
- SA Far North (SA): 48% vs 69% benchmark
- SA Eyre and Western: 53% vs 67% benchmark
- WA Goldfields-Esperance: 44% vs 57% benchmark
- WA Midwest-Gascoyne: 40% vs 52% benchmark
- SA Limestone Coast: 61% vs 73% benchmark

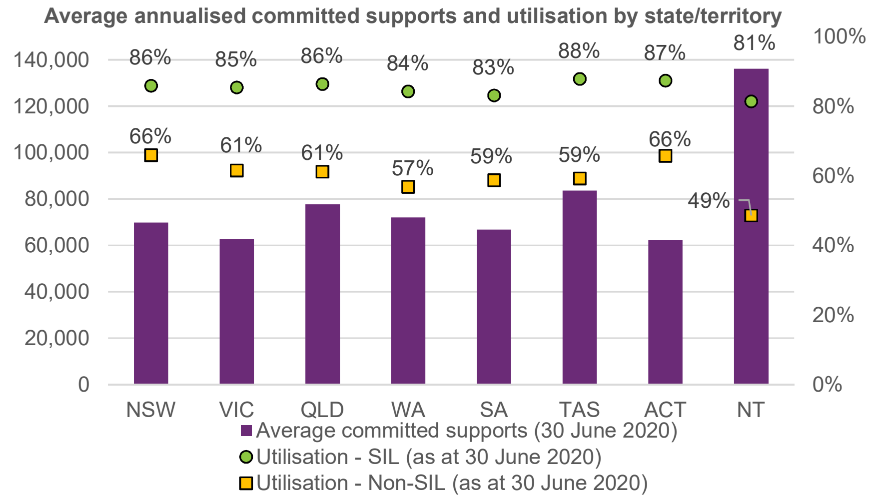
Distribution of regions by market concentration*




Regions more than 5% above benchmark:
- WA Midwest-Gascoyne: 94% vs 85% benchmark
- WA Great Southern: 94% vs 85% benchmark
- NT Barkly: 93% vs 85% benchmark
- NT East Arnhem: 91% vs 85% benchmark
- NT Katherine: 91% vs 85% benchmark
- NT Central Australia: 91% vs 85% benchmark

## Summaries by state/territory




There are 12 active participants at 30 June 2020 with Missing state/ territory information. These participants are not shown in the chart above.

- NSW has the highest number of active participants (124,625).
- There are 24 active participants who reside in Other Territories (OT) including Norfolk Island. Given the small size of this group, average annualised committed supports and utilisation for OT is not shown.
- NT has the highest average annualised committed supports. This is partially driven by a higher proportion of SIL participants compared with other states/territories.
- The utilisation of SIL participants is consistently higher than for non-SIL participants across every state/territory. On a national basis, utilisation was 85% for SIL participants and 62% for non-SIL participants.
- Duration in the Scheme is also a key driver of utilisation. Participants utilise a greater proportion of their subsequent plans when compared to their initial plan. Utilisation for participants on their first plan is 54% compared with 65% for those on their second plan and 74% for those on subsequent plans. (This excludes participants receiving in-kind supports as it is not possible to accurately separate in-kind payments and committed amounts between plans.)
- Only utilisation of committed supports from 1 October 2019 to 31 March 2020 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 30 June 2020*** | ***Second review*** | ***Baseline*** |
| - % of participants involved in community / social activities | 44% | 35% |
| - % of participants in work | 23% | 23% |
| - % of participants who choose who supports them | 50% | 49% |
| **% of Participants rating their overall experience as Very Good or Good by pathway stage – current vs previous quarter** | **2019-20 Q4** | **2019-20 Q3**** |
| - Access | 81% | 70% |
| - Pre-planning | 83% | 80% |
| - Planning | 84% | 80% |
| - Plan review | 85% | 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 July 2017 and 30 June 2018 and have had a second plan review to date.

** Participant satisfaction results have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.