Participants and Planning

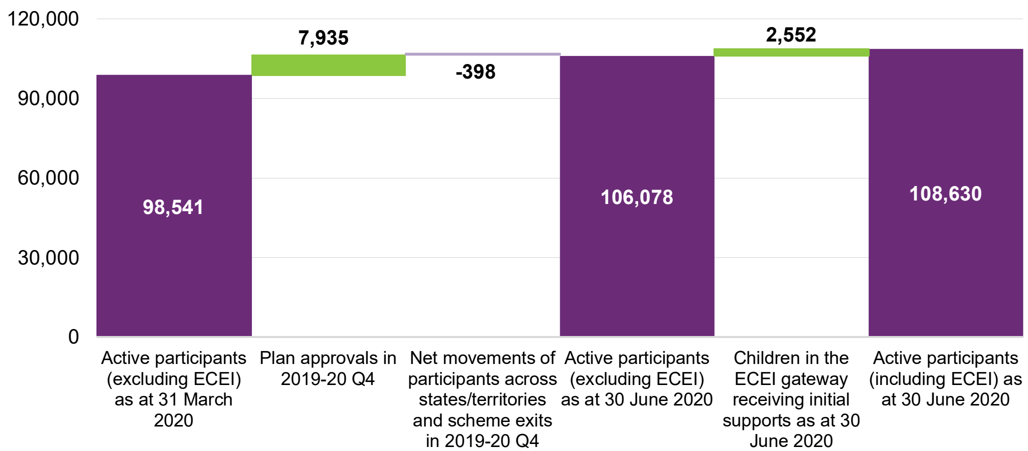
Participant Pathway Experience	Period	As at 30 Jun	As at 31 Mar
Active participants (excluding ECEI)	Current Quarter	106,078	98,541
Children in the ECEI gateway receiving Initial Supports	Current Quarter	2,552	1,265
Children in the ECEI gateway not receiving Initial Supports	Current Quarter	722	2,548
Plans approved (including ECEI with initial supports) vs Bilateral Estimate*	Scheme to date	106%	97%
Proportion of participants fully or partially self managing their plan	Current Quarter	34%	34%
Proportion of plans activated within 90 days**	Current Quarter	86%	86%
Number of participant plan reviews completed	Current Quarter	29,690	23,605
Open participant requested reviews (PRRs)	Current Quarter	546	187
Open reviews of reviewable decisions (RoRDs – Access)***	Current Quarter	75	108
Open reviews of reviewable decisions (RoRDs – Planning)***	Current Quarter	463	1,544
Access decisions in progress	Current Quarter	2,352	1,396
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		49	71
Age 7 or above		89	126

** Bilateral estimate as at 30 June 2019.*

*** Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 Q2 are excluded. They are relatively new and it is too early to examine their durations to activation.*

**** RoRD is a Review of a Reviewable Decision, previously known as an s100 review. 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.*

Change in active participants between 31 Mar 2020 and 30 Jun 2020



Performance summary:

- 111,268 participants have entered the scheme (incl ECEI) since July 2013. 108,630 of these continue to be active.
- 37,878 active participants are receiving supports for the first time.
- In the current quarter, 7,935 participants have entered the scheme and there are 2,552 children with initial supports in the ECEI gateway at the end of June 2020.
- 29,690 plans have been reviewed this quarter.
- 7,051 access decisions have been made in the quarter, 5,687 of which met access and are still active as at 30 June 2020.
- 312 (3.9%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in VIC to 2,910 (2.7%).
- 1,171 (14.8%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants in VIC to 11,972 (11.3%).

Provider and Market Metrics

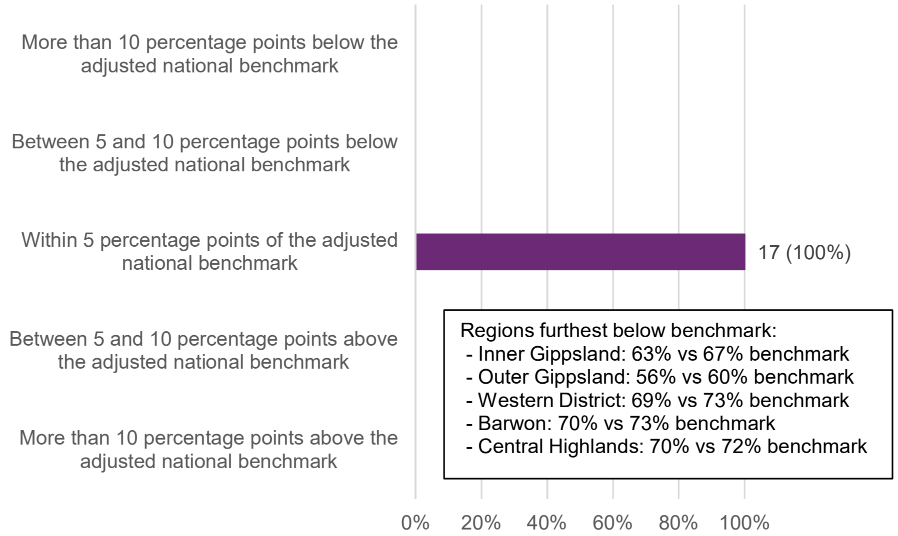
Market supply and participant costs	As at 30 Jun	As at 31 Mar
Total number of active providers (with at least one claim ever)~	5,065	4,826
Total number of active providers in last quarter~	2,772	2,934
Utilisation (6 month rolling average with 3 month lag) (%)	68%	66%
Plan utilisation by region (% of 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%	99.9%
Growth in annualised plan budget (current quarterly reviews %)	15.7%	12.2%

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

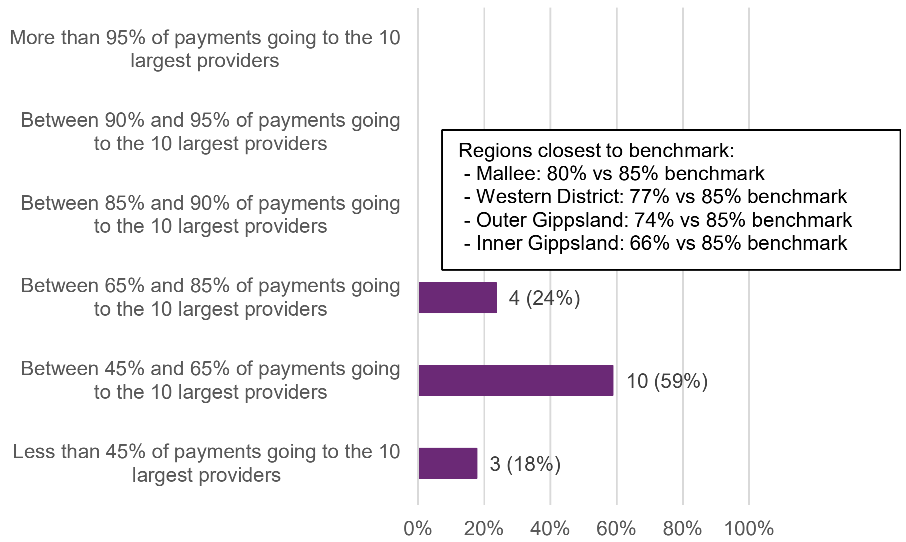
^ The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each region and the length of time participants had been in the Scheme.

- The number of active providers at the end of June is 5,065, increasing by 5% in the quarter.
- Utilisation was 68% in the six months from 1 October 2019 to 31 March 2020, 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.

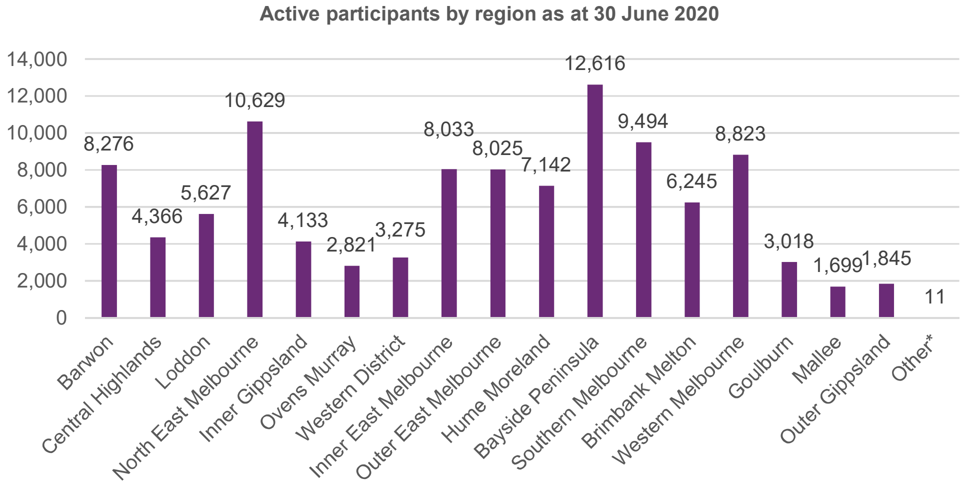
Distribution of regions by plan utilisation^

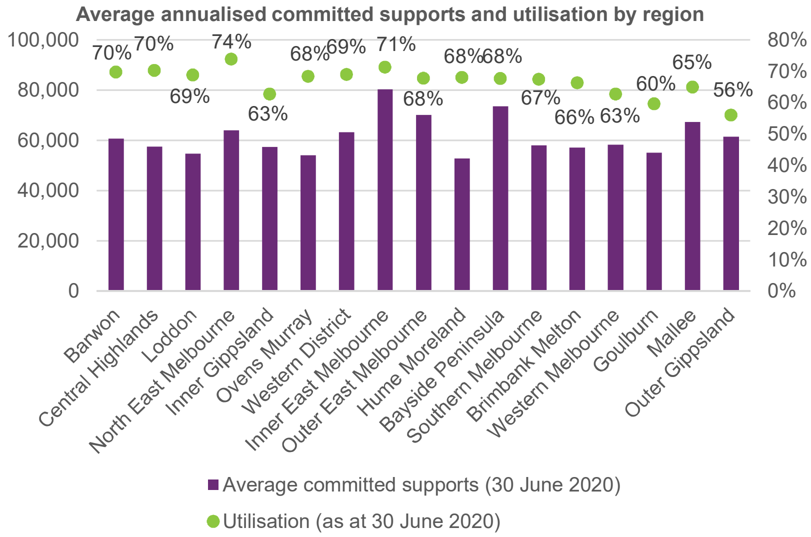


Distribution of regions by market concentration



Regional summaries





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

- Bayside Peninsula has the highest number of active participants (12,616), while Mallee has the lowest (1,699).
- 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 74%, whilst Outer Gippsland has the lowest utilisation at 56%.
- 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%	36%
- % of participants in work	21%	21%
- % of participants who choose who supports them	48%	47%
% 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	82%	69%
- Pre-planning	83%	81%
- Planning	86%	80%
- Plan review	88%	81%

** 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 for 2019-20 Q3 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.