

Participants and Planning

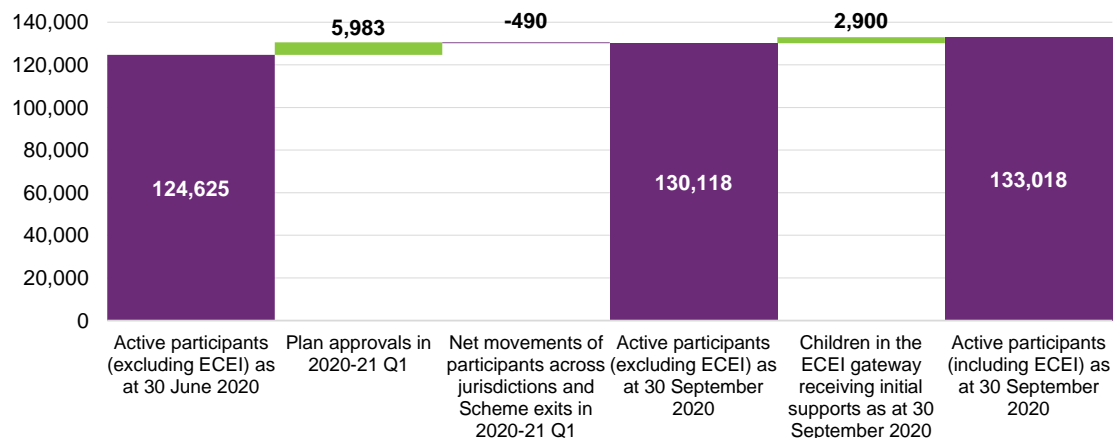
Participant Pathway Experience	Period	As at 30 Sep	As at 30 Jun
Active participants (excluding ECEI)	Current Quarter	130,118	124,625
Children in the ECEI gateway receiving Initial Supports	Current Quarter	2,900	2,514
Children in the ECEI gateway not receiving Initial Supports	Current Quarter	118	157
Plans approved (including ECEI with initial supports) vs Bilateral Estimates*	Scheme to date	98%	94%
Proportion of participants fully or partially self managing their plan	Current Quarter	29%	29%
Proportion of plans activated within 90 days**	Current Quarter	86%	86%
Number of participant plan reviews completed***	Current Quarter	28,004	32,815
Proportion of decisions made to undertake Participant Requested Reviews (PRRs) within 21 days	Current Quarter	100%	100%
Proportion of Participant Requested Reviews (PRRs) completed after decision made within 42 days	Current Quarter	76%	72%
Proportion of Reviews of Reviewable Decisions (RoRDs) completed after request is received within 90 days	Current Quarter	99%	85%
Access decisions in progress	Current Quarter	2,595	2,340
Proportion of access decisions	Current Quarter		
Made or further information requested within 21 days of access request		99.9%	100.0%
Made within 14 days of final information being provided		99.8%	99.9%
Proportion of first plan approved after access decision has been made	Current Quarter		
For participants aged 0 to 6, within 70 days		99%	98%
For participants aged 7 or above, within 90 days		95%	92%

* Bilateral Estimates as at 30 June 2019.

** Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 Q3 are excluded. They are relatively new and it is too early to examine their durations to activation.

*** Plans less than 30 days in duration have been excluded.

Change in active participants between 30 Jun 2020 and 30 Sep 2020



Performance summary:

- 138,338 participants have entered the Scheme (incl ECEI) since July 2013. 133,018 of these continue to be active.
- 64,283 active participants are receiving supports for the first time.
- In the current quarter, 5,983 participants have entered the Scheme and there are 2,900 children with initial supports in the ECEI gateway at the end of September 2020.
- 28,004 plans have been reviewed this quarter.
- 7,961 access decisions have been made in the quarter, 5,991 of which met access and are still active as at 30 September 2020.
- 609 (10.2%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in NSW to 9,525 (7.3%).
- 768 (12.9%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants in NSW to 13,481 (10.4%).

Provider and Market Metrics

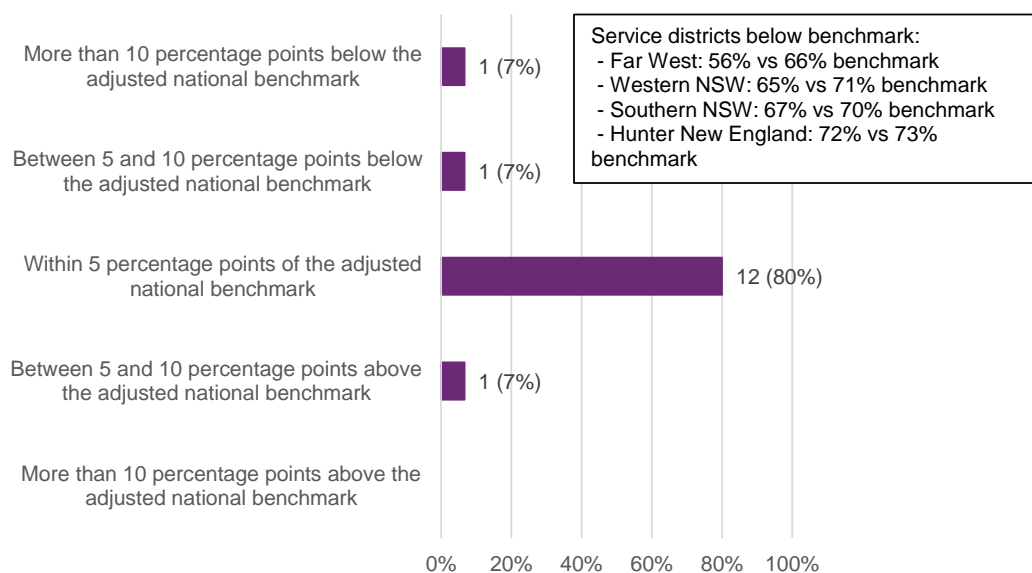
Market supply and participant costs	As at 30 Sep	As at 30 Jun
Total number of active providers (with at least one claim ever)*	7,556	7,282
Total number of active providers in last quarter*	3,942	3,862
Utilisation (6 month rolling average with 3 month lag) (%)	73%	73%
Plan utilisation by service district (% of service districts that are more than 10 percentage points below the benchmark)**	7%	0%
Market concentration (% of service districts where more than 85% of payments for supports go to the top 10 providers)	0%	0%
Payments paid within 5 days (portal) (%)	99.9%	99.7%
Growth in annualised plan budget (current quarter reviews %)	9.2%	17.0%

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

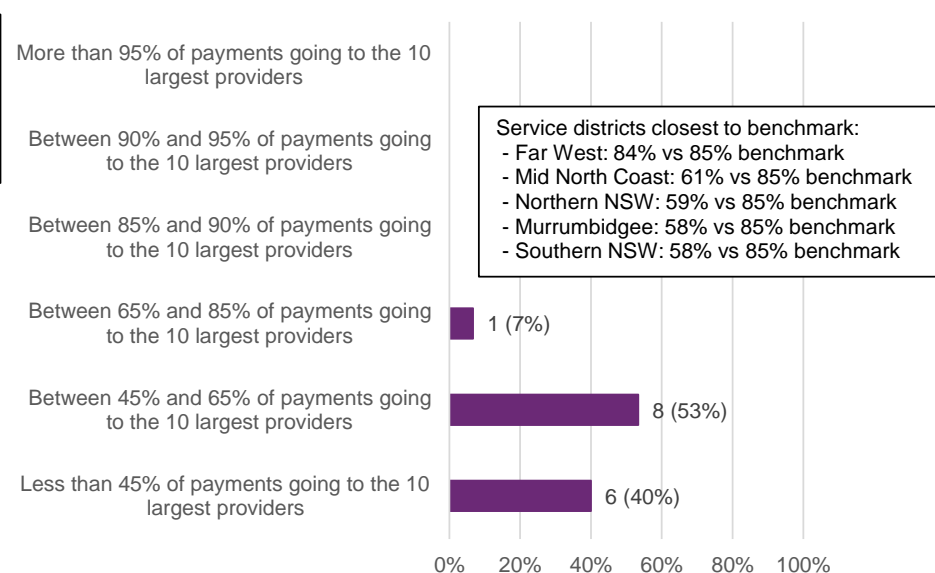
** The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each service district and the length of time participants had been in the Scheme.

- The number of active providers at the end of September is 7,556, growing by 4% in the quarter.
- Utilisation was 73% from 1 January 2020 to 30 June 2020, with 7% of service districts in New South Wales more than 10 percentage points below the adjusted national benchmark.
- None of the service districts has the top 10 providers providing more than 85% of supports by value.

Distribution of service districts by plan utilisation**

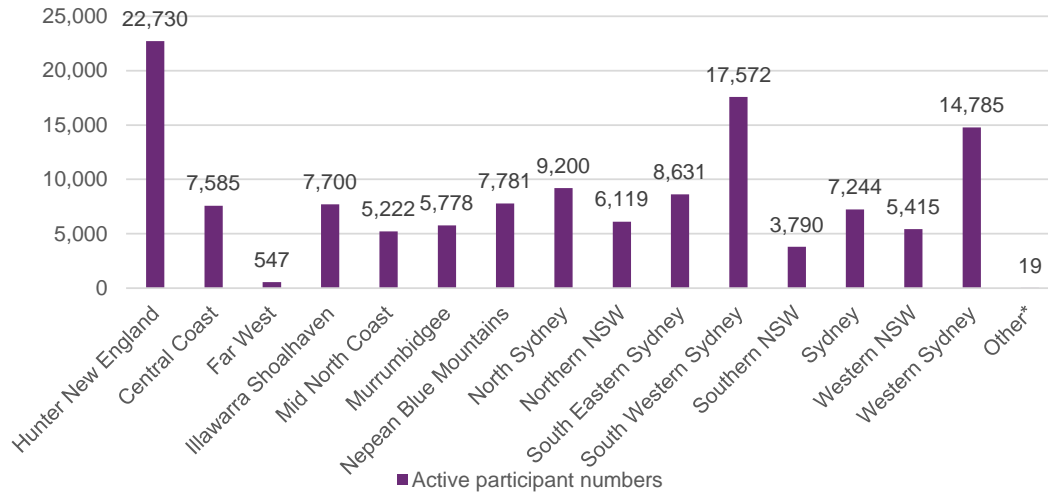


Distribution of service districts by market concentration

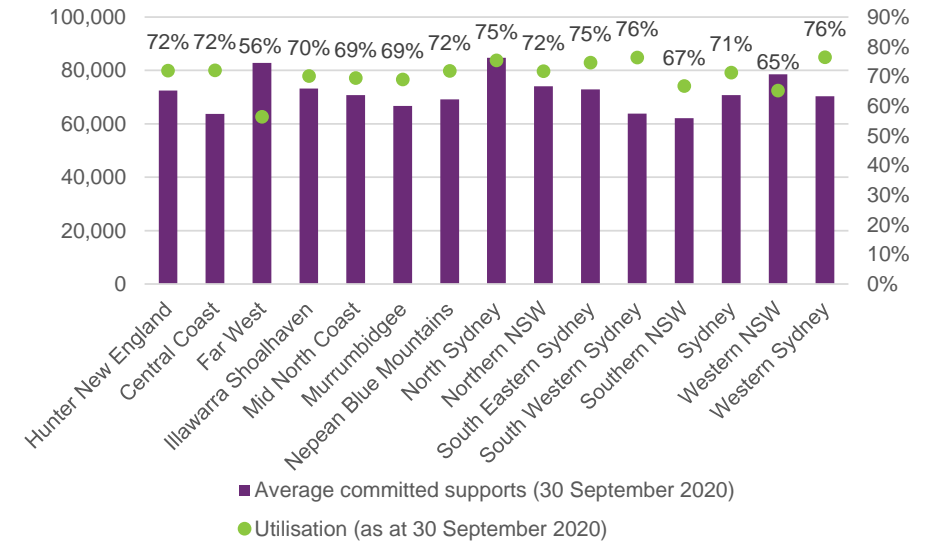


Service District Summaries

Active participants by service district as at 30 September 2020



Average annualised committed supports and utilisation by service district



* 'Other' include participants with service district information missing.

- Hunter New England has the highest number of active participants (22,730), while Far West has the lowest (547).
- North Sydney has the highest average annualised committed supports. This is partially driven by a high proportion of SIL participants compared with other NSW service districts.
- South Western Sydney and Western Sydney have the highest utilisation at 76%, whilst Far West has the lowest utilisation at 56%.
- Only utilisation of committed supports from 1 January 2020 to 30 June 2020 is shown, as experience in the most recent 3 months is still emerging.

Participant Outcomes and Satisfaction

Participant Outcomes and Satisfaction

Participant and Scheme Outcome metrics from the Corporate Plan as at 30 September 2020*

- Participant employment rate - ages 15 and over
- Participant social and community engagement rate - ages 15 and over
- Parent and carer employment rate - all ages

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

- Access
- Pre-planning
- Planning
- Plan review

	Latest Review	Baseline
	24%	24%
	48%	35%
	51%	48%
	2020-21 Q1	2019-20 Q4**
	86%	86%
	84%	84%
	86%	84%
	85%	85%

*These Outcomes results only include participants who have been in the Scheme for at least two years. Trial participants are excluded. The measures compare the responses at the participants' most recent plan review, with the result at Scheme entry (Baseline).

** Participant satisfaction results for 2019-20 Q4 have been restated using data as at 30 September 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.