

## Participants and Planning

Participant Pathway Experience	As at 31 Dec	As at 30 Sep
Active participants (excluding ECEI)	8,146	7,909
Children in the ECEI gateway receiving Initial Supports	124	90
Children in the ECEI gateway not receiving Initial Supports	0	1
Proportion of participants fully or partially self managing their plan	45%	45%
Proportion of plans activated within 90 days*	80%	79%
Number of participant plan reviews completed**	1,971	1,720
Access decisions in progress	120	101
<b>Participant Service Guarantee (PSG) - proportion which met target ***</b>		
2: Access decision made or further information requested within 21 days of access request	100%	100%
4: Access decision made within 14 days of final information being provided	97%	100%
5: Commence facilitating the preparation of a plan, within 21 days of an access decision has been made	73%	72%
6: First plan approved after access decision has been made for participants aged 7 or above, within 90 days	98%	99%
7: First plan approved after access decision has been made for participants aged 0 to 6, within 70 days	98%	100%
11: Commence facilitating a scheduled plan review 56 days prior to the scheduled review date****	88%	89%
12: Decision made to undertake Participant Requested Reviews (PRRs) within 21 days	100%	100%
13: Participant Requested Reviews (PRRs) completed after decision made within 42 days	59%	54%
17: Reviews of Reviewable Decisions (RoRDs) completed after request is received within 90 days	98%	99%

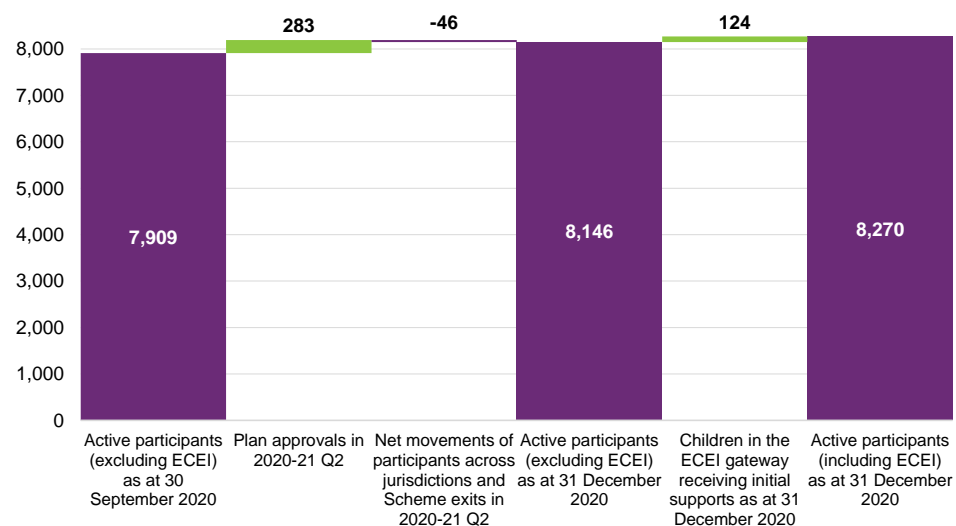
\* Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 Q4 have been excluded from the analysis. They are relatively new and it is too early to examine their durations to activation.

\*\* Plans less than 30 days in duration have been excluded. The number of plan reviews during September 2020 quarter have been restated at 31 December 2020 due to retrospective changes in underlying data.

\*\*\* The results for the PSG timeframes shown are based on preliminary calculations and the methodology used to determine them may be refined further. The measurement of the remaining PSG timeframes is under development.

\*\*\*\* Despite current underachievement of this scheduled review target, the NDIA's new participant check-in process ensures that every scheduled review begins with a contact from the planner or partner to discuss review options well before any scheduled review date.

Change in active participants between 30 Sep 2020 and 31 Dec 2020



### Performance summary:

- 9,291 participants have entered the Scheme (incl ECEI) since July 2013 and currently reside in Australian Capital Territory. 8,270 of these continue to be active.
- 5,336 active participants are receiving supports for the first time.
- In the current quarter, 283 participants have entered the Scheme and there are 124 confirmed ECEI children at the end of December 2020.
- 1,971 plans have been reviewed this quarter.
- 396 access decisions have been made in the quarter, 311 of which met access and are still active as at 31 December 2020.
- 14 (4.9%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in ACT to 339 (4.2%).
- 40 (14.1%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants in ACT to 892 (11.0%).

## Provider and Market Metrics

Market supply and participant costs	As at 31 Dec	As at 30 Sep
Total number of active providers (with at least one claim ever)*	1,111	1,053
Total number of active providers in last quarter*	386	372
Utilisation (6 month rolling average with 3 month lag) (%)	72%	72%
Plan utilisation by service district (% of service districts that are more than 10 percentage points below the benchmark)**	0%	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%	99.9%
Growth in annualised plan budget (current quarter reviews %) ***	4.7%	1.9%

\* 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 service district and the length of time participants had been in the Scheme.

\*\*\* The rate of growth for the September 2020 quarter has been restated due to retrospective changes in the underlying data.

- The number of active providers at the end of December is 1,111, growing by 6% in the quarter. Part of this change is caused by the net movement of participants into Australian Capital Territory since 30 September.
- Utilisation has been 72% from 1 April 2020 to 30 September 2020, compared with an adjusted national benchmark of 70%.\*\*
- Only utilisation of committed supports from 1 April 2020 to 30 September 2020 is shown, as experience in the most recent 3 months is still emerging.
- The top 10 providers provide 54% of supports by value, compared with the national benchmark of 85%.

## Participant Outcomes and Satisfaction

Participant Outcomes and Satisfaction		
Participant and Scheme Outcome metrics from the Corporate Plan as at 31 December 2020*	Latest review	Baseline
- Participant employment rate - ages 15 and over	30%	30%
- Participant social and community engagement rate - ages 15 and over	45%	37%
- Parent and carer employment rate - all ages	61%	54%
<b>% of Participants rating their overall experience as Very Good or Good by pathway stage – current quarter **</b>	<b>2020-21 Q2</b>	
- Access ***	n/a	
- Pre-planning***	n/a	
- Planning	83%	
- Plan review	70%	

\*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).

\*\* Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change has resulted in a 'break' in the time series, meaning the previous quarterly results do not compare well with this quarter's result. Hence, this comparison is not included here.

\*\*\* There is insufficient data to report on the participant satisfaction survey results relating to the Access and Pre-planning stage for 2020-21 Q2.