

## Participants and Planning

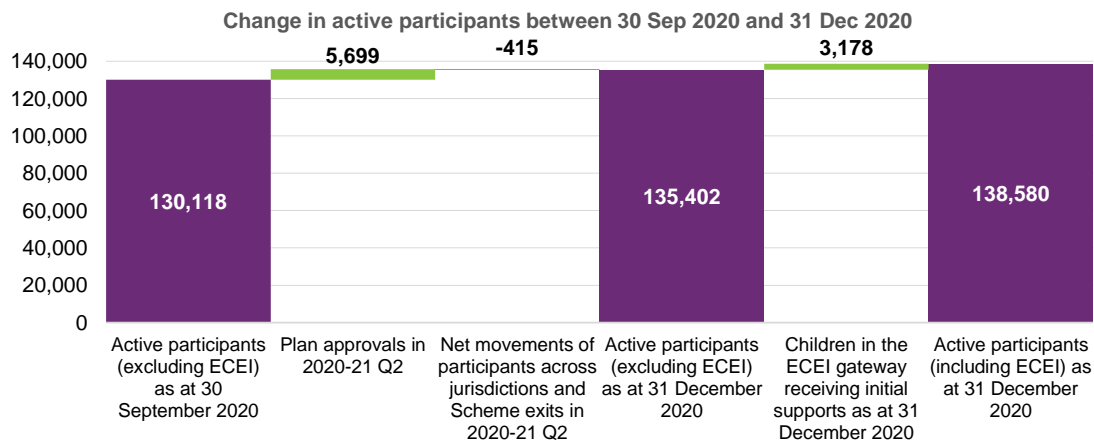
Participant Pathway Experience	As at 31 Dec	As at 30 Sep
Active participants (excluding ECEI)	135,402	130,118
Children in the ECEI gateway receiving Initial Supports	3,178	2,900
Children in the ECEI gateway not receiving Initial Supports	138	118
Proportion of participants fully or partially self managing their plan	29%	29%
Proportion of plans activated within 90 days*	86%	86%
Number of participant plan reviews completed**	32,046	27,847
Access decisions in progress	2,697	2,595
<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	99%	100%
5: Commence facilitating the preparation of a plan, within 21 days of an access decision has been made	78%	83%
6: First plan approved after access decision has been made for participants aged 7 or above, within 90 days	95%	95%
7: First plan approved after access decision has been made for participants aged 0 to 6, within 70 days	99%	99%
11: Commence facilitating a scheduled plan review 56 days prior to the scheduled review date****	66%	71%
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	74%	76%
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.



### Performance summary:

- 144,274 participants have entered the Scheme (incl ECEI) since July 2013. 138,580 of these continue to be active.
- 69,427 active participants are receiving supports for the first time.
- In the current quarter, 5,699 participants have entered the Scheme and there are 3,178 children with initial supports in the ECEI gateway at the end of December 2020.
- 32,046 plans have been reviewed this quarter.
- 8,157 access decisions have been made in the quarter, 6,121 of which met access and are still active as at 31 December 2020.
- 604 (10.6%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in NSW to 10,145 (7.5%).
- 745 (13.1%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants in NSW to 14,194 (10.5%).

## 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)*	7,749	7,556
Total number of active providers in last quarter*	3,976	3,942
Utilisation (6 month rolling average with 3 month lag) (%)	72%	73%
Plan utilisation by service district (% of service districts that are more than 10 percentage points below the benchmark)**	0%	7%
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) (%)	99.8%	99.9%
Growth in annualised plan budget (current quarter reviews %) ***	5.9%	9.1%

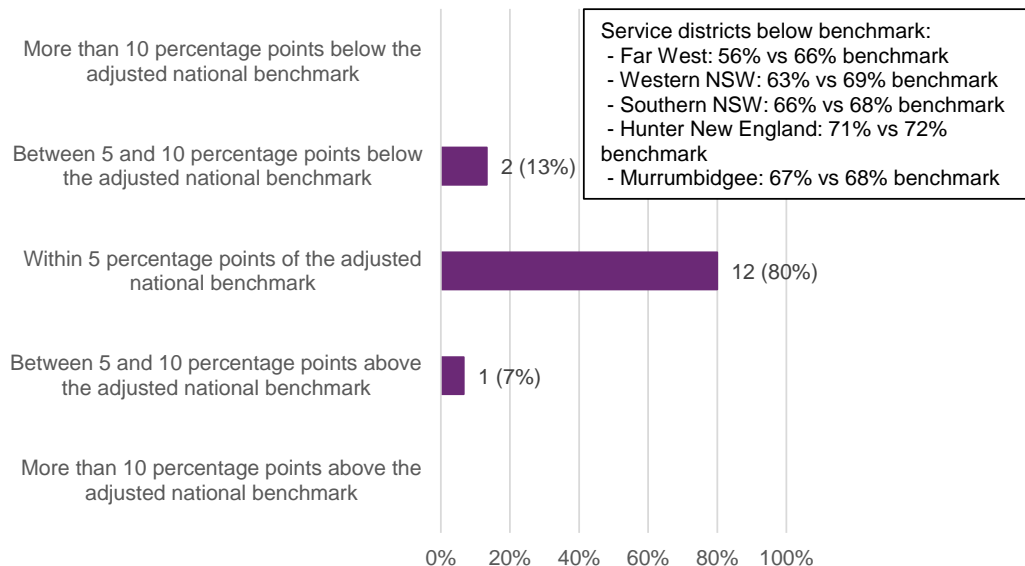
\* Active providers refer to those who received payment for supporting Agency-managed participants.

\*\* 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.

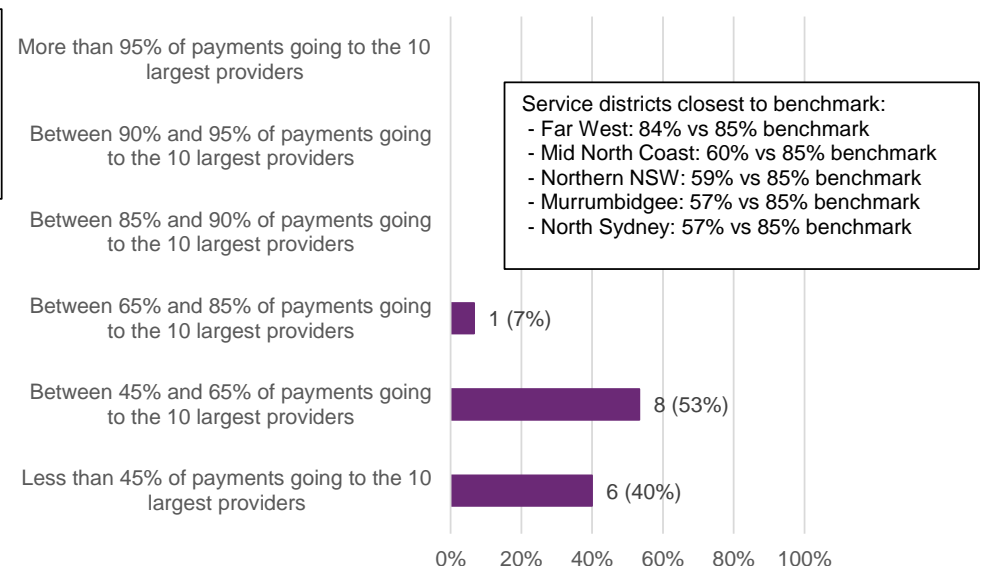
\*\*\* The rate of growth for the September 2020 quarter has been restated due to retrospective changes in the underlying data.

- The number of active providers at the end of December is 7,749, growing by 3% in the quarter.
- Utilisation was 72% from 1 April 2020 to 30 September 2020, with no 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.

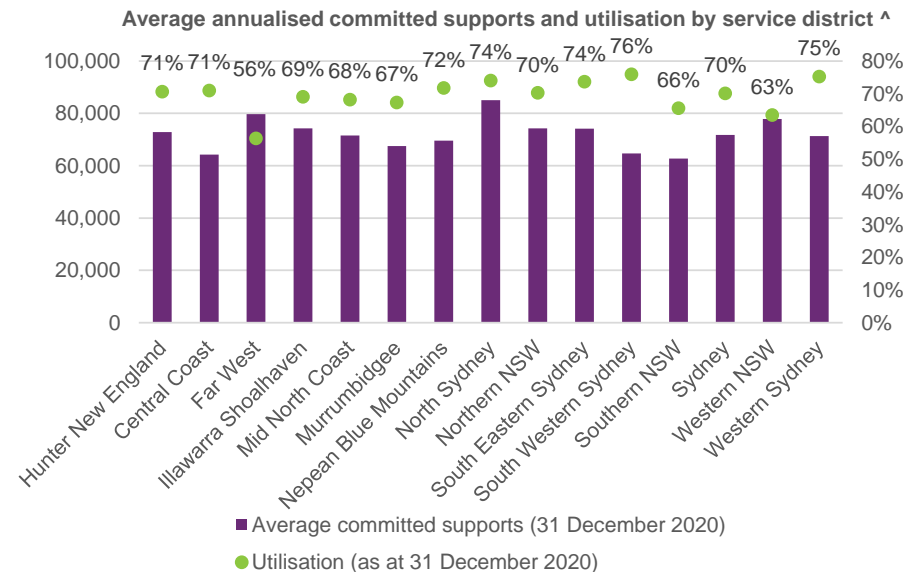
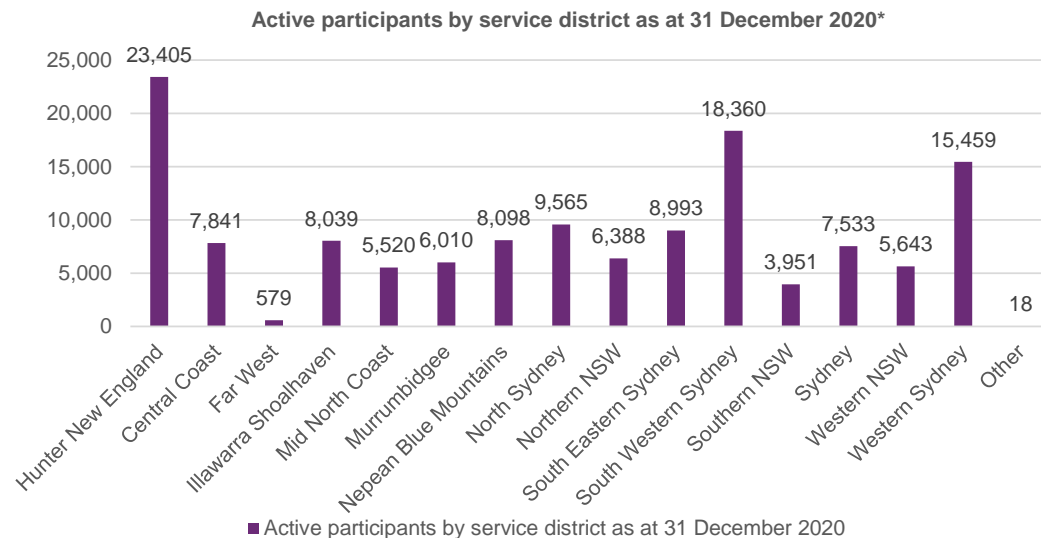
Distribution of service districts by plan utilisation\*\*



Distribution of service districts by market concentration



## Service District Summaries



\* 'Other' includes participants with service district information missing.

^ Given the small size of the Other group, average annualised committed supports and utilisation for Other are not shown.

- Hunter New England has the highest number of active participants (23,405), while Far West has the lowest (579).
- 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 has the highest utilisation at 76%, whilst Far West has the lowest utilisation at 56%.
- 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.

## Participant Outcomes and Satisfaction

### Participant Outcomes and Satisfaction

#### Participant and Scheme Outcome metrics from the Corporate Plan as at 31 December 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 quarter\*\*

- Access
- Pre-planning
- Planning
- Plan review

	Latest Review	Baseline
	25%	24%
	47%	35%
	51%	48%
	<b>2020-21 Q2</b>	
	78%	
	80%	
	85%	
	76%	

\*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.