Participants and Planning

Participant Pathway Experience	As at 30 Jun	As at 31 Mar
Active participants (excluding ECEI)	466,619	449,998
Children in the ECEI gateway receiving Initial Supports	13,400	10,840
Children in the ECEI gateway not receiving Initial Supports	461	530
Proportion of participants fully or partially self managing their plan	31%	31%
Proportion of plans activated within 90 days*	86%	86%
Number of participant plan reviews completed in quarter**	91,010	94,205
Access decisions in progress	9,022	9,453
Children benefiting from the Scheme no longer needing supports (% p.a.)***	4.3%	3.8%
Participant Service Guarantee (PSG) - proportion which met target in quarter****		
2: Access decision made or further information requested within 21 days of an access request	100%	100%
4: Access decision made within 14 days of final information being provided	99%	98%
5: Commence facilitating the preparation of a plan, within 21 days of an access decision being made*****	80%	79%
6: First plan approved after access decision has been made for participants aged 7 or above, within 56 days******	80%	79%
7: First plan approved after access decision has been made for participants aged 0 to 6, within 90 days	91%	96%
11: Commence facilitating a scheduled plan review 56 days prior to the scheduled review date*****	28%	24%
12: Decision made to undertake Participant Requested Reviews (PRRs) within 21 days	91%	100%
13: Participant Requested Reviews (PRRs) completed after decision made within 42 days	72%	67%
17: Reviews of Reviewable Decisions (RoRDs) completed after request is received within 90 days	94%	91%

** Trial participants are excluded. Participants with initial plans approved after the end of 2020-21 Q2 have been excluded. They are relatively new and it is too early to examine their durations to activation.*

*** Plans less than 31 days in duration have been excluded. The number of plan reviews during the March 2021 quarter have been restated at 30 June 2021 due to retrospective changes in underlying data.*

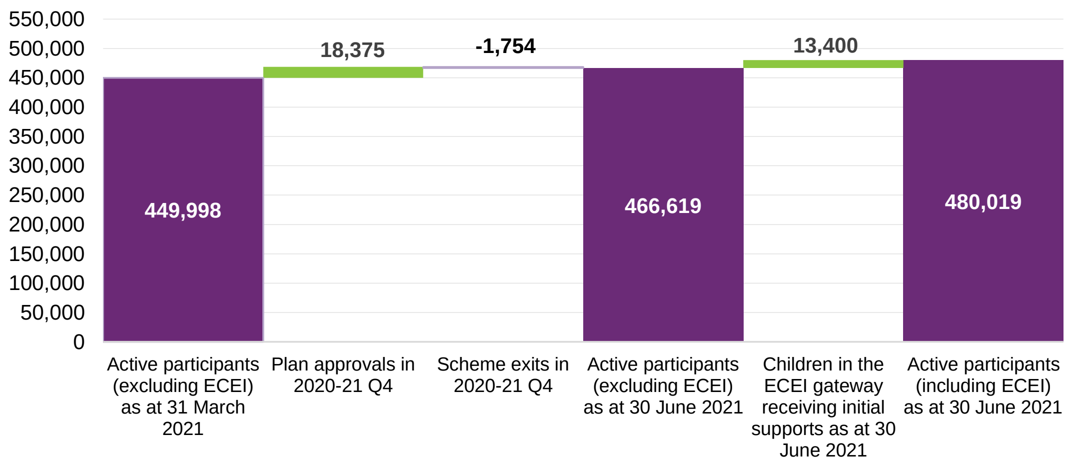
**** This is an annualised rate of exits from the Scheme by participants aged 0 to 14 and includes exits from the ECEI Gateway (that are not Access Met). The rate for the March 2021 quarter has been restated due to retrospective changes in the underlying data.*

*****The results for the PSG have been restated at 30 June 2021 due to retrospective changes in underlying data.*

****** The logic used to measure these PSG timeframes has changed based on the use of new interactions in the CRM system. The result for PSG5 and PSG11 for the June and March 2021 quarters uses the new logic. Despite current under achievement of PSG 11 regarding facilitating scheduled reviews, 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.*

******* The target timeframe for PSG 6 has been reduced from 70 to 56 days in early 2021. The result for the June and March 2021 quarters are based on the 56 day timeframe.*

Change in active participants between 31 Mar 2021 and 30 Jun 2021



Performance summary:

- 499,141 participants have entered the Scheme (incl ECEI) since July 2013. 480,019 of these continue to be active.
- 245,274 active participants are receiving supports for the first time.
- In the current quarter, 18,375 participants have entered the Scheme and there are 13,400 children with initial supports in the ECEI gateway at the end of June 2021.
- 91,010 plans have been reviewed this quarter.
- 25,935 access decisions have been made in the quarter, 19,022 of which met access and are still active as at 30 June 2021.
- 1,713 (9.3%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants nationally to 32,396 (6.9%).
- 1,976 (10.8%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants nationally to 44,113 (9.5%).

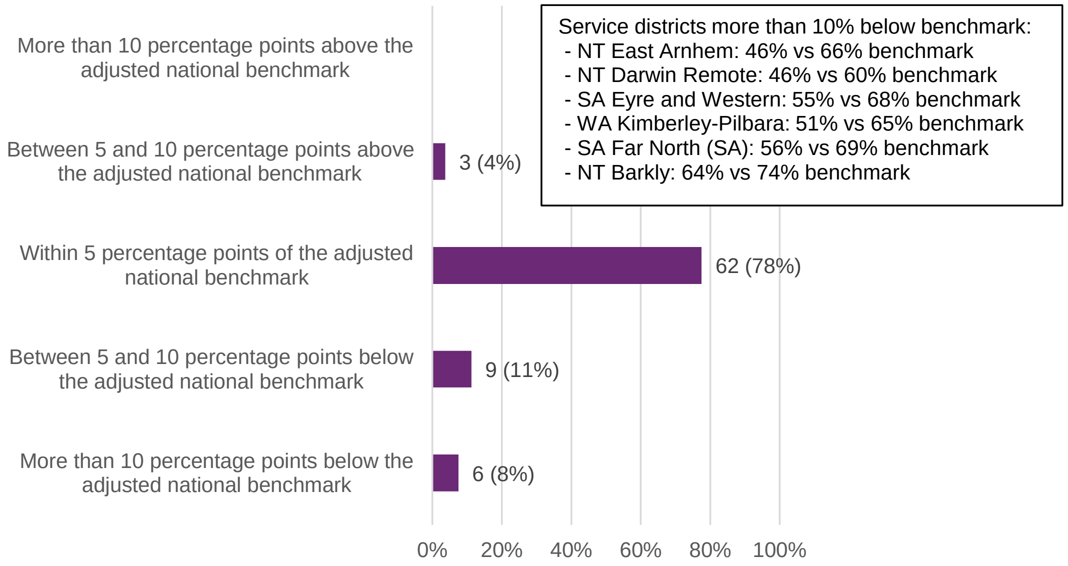
Provider and Market Metrics

Market supply and participant costs	As at 30 Jun	As at 31 Mar
Total number of active providers (with at least one claim ever)*	16,526	16,076
Total number of active providers in last quarter*	9,145	9,017
Utilisation (6 month rolling average with 3 month lag) (%)	71%	68%
Plan utilisation by service district (% of service districts that are more than 10 percentage points below the benchmark)**	8%	6%
Market concentration (% of service districts where more than 85% of payments for supports go to the top 10 providers)	8%	9%
Payments paid within 5 days (portal) (%)	99.7%	99.8%
Growth in annualised plan budget (current quarter reviews %)***	-1.5%	-0.3%

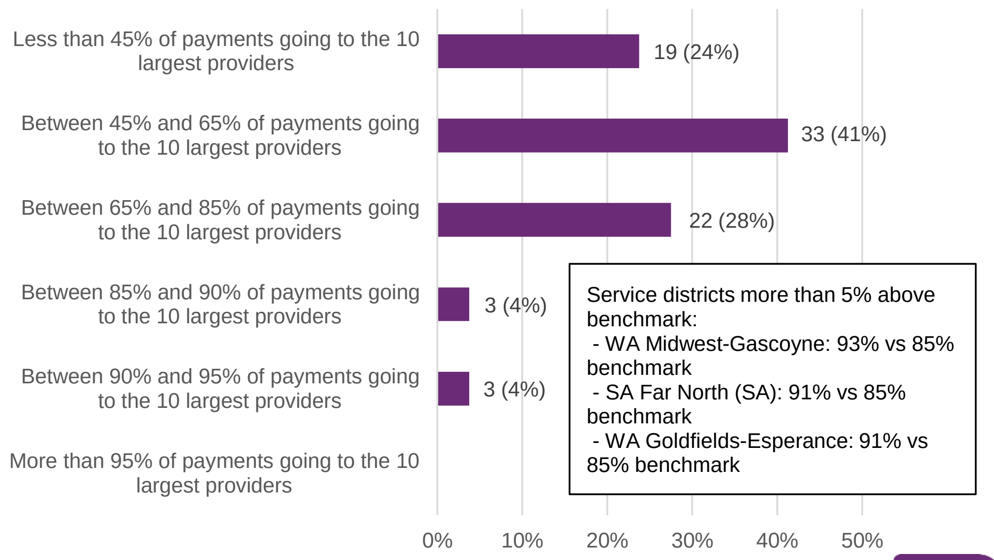
** Active providers refer to those who have received payment for supporting Agency-managed participants.*
*** The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each service district and the length of time participants have been in the Scheme.*
**** The rate of growth for the March 2021 quarter has been restated due to retrospective changes in the underlying data.*

- The number of active providers at the end of June is 16,526, growing by 3% in the quarter.
- Utilisation was 71% from 1 October 2021 to 31 March 2021, with 8% of service districts in Australia more than 10 percentage points below the adjusted national benchmark.
- In 8% of service districts, the top 10 providers provide more than 85% of payments.

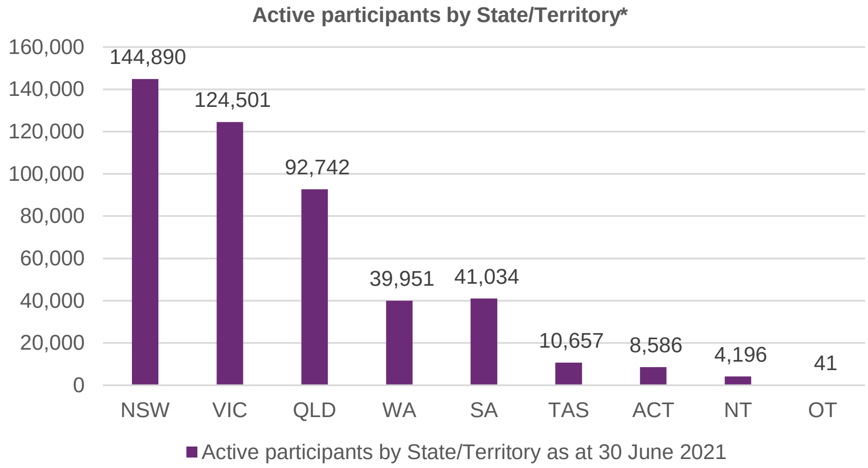
Distribution of service districts by plan utilisation**

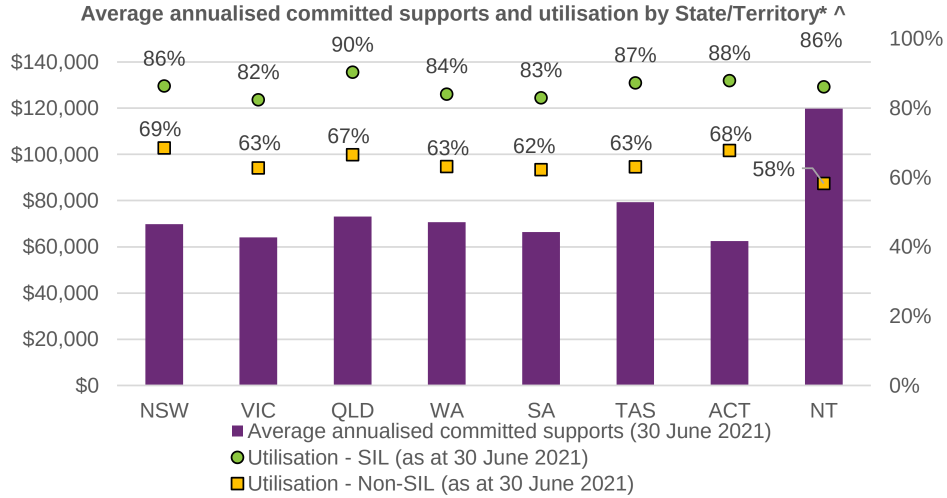


Distribution of service districts by market concentration



Summaries by State/Territory





**There are 25 active participants at 30 June 2021 with Missing State/Territory information, these participants are not shown in the chart above.*

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

- NSW has the highest number of active participants (144,890).
- There are 41 active participants who reside in Other Territories (OT) including Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
- 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 86% for SIL participants and 65% 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 53% 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 2020 to 31 March 2021 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 June 2021*	***Latest Review***	***Baseline***
- Participant employment rate - ages 15 and over	22%	22%
- Participant social and community engagement rate - ages 15 and over	45%	36%
- Parent and carer employment rate - all ages	48%	46%
% of Participants rating their overall experience as Very Good or Good by pathway stage – current vs previous quarter	***2020-21 Q4***	***2020-21 Q3***
- Access	77%	76%
- Pre-planning	77%	81%
- Planning	83%	85%
- Plan review	71%	74%

** 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).*