

Participants and Planning

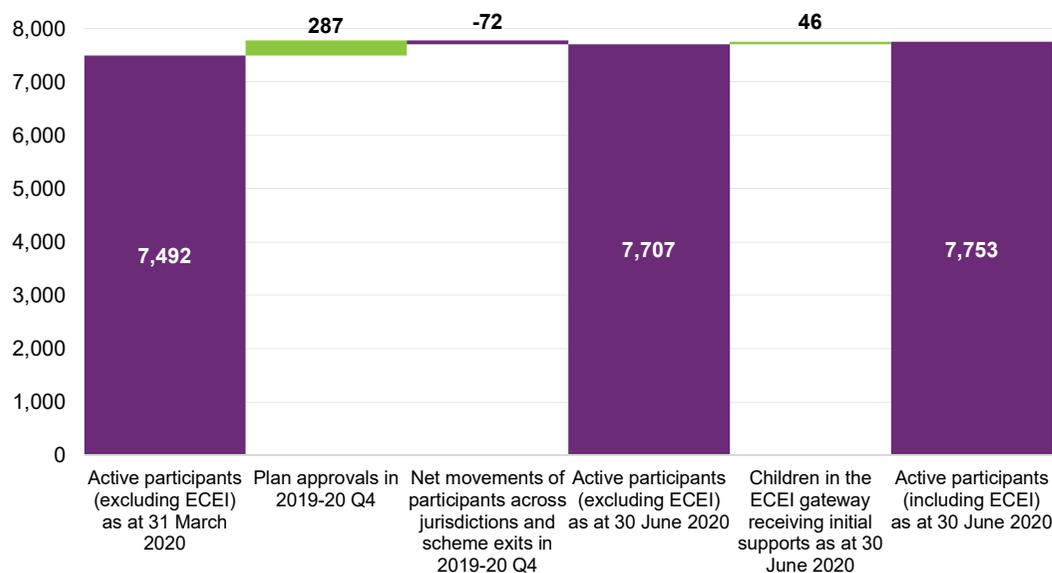
Participant Pathway Experience	Period	As at 30 Jun	As at 31 Mar
Active participants (excluding ECEI)	Current Quarter	7,707	7,492
Children in the ECEI gateway receiving Initial Supports	Current Quarter	46	110
Children in the ECEI gateway not receiving Initial Supports	Current Quarter	0	30
Plans approved (including ECEI with initial supports) vs Bilateral Estimate*	Scheme to date	178%	173%
Proportion of participants fully or partially self managing their plan	Current Quarter	45%	44%
Proportion of plans activated within 90 days**	Current Quarter	79%	79%
Number of participant plan reviews completed	Current Quarter	1,844	1,802
Open participant requested reviews (PRRs)	Current Quarter	30	14
Open reviews of reviewable decisions (RoRDs – Access)***	Current Quarter	4	2
Open reviews of reviewable decisions (RoRDs – Planning)***	Current Quarter	36	136
Access decisions in progress	Current Quarter	98	58
Average days to complete an access decision	Current Quarter		
Age 0 to 6		2	1
Age 7 or above		9	4
Average days to complete first plan after the access requirements have been met	Current Quarter		
Age 0 to 6		17	27
Age 7 or above		63	84

* 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 (s100 of the NDIS Act). 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:

- 8,727 participants have entered the scheme (incl ECEI) since July 2013 and currently reside in Australian Capital Territory. 7,753 of these continue to be active.
- 4,906 active participants are receiving supports for the first time.
- In the current quarter, 287 participants have entered the scheme and there are 46 confirmed ECEI children at the end of June 2020.
- 1,844 plans have been reviewed this quarter.
- 327 access decisions have been made in the quarter, 260 of which met access and are still active as at 30 June 2020.
- 10 (3.5%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in ACT to 321 (4.2%).
- 26 (9.1%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants in ACT to 830 (10.8%).

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) ~	1,032	975
Total number of active providers in last quarter ~	360	393
Utilisation (6 month rolling average with 3 month lag) (%)	73%	72%
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%	99.8%
Growth in annualised plan budget (current quarter reviews %)	13.9%	8.3%

~ 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 region and the length of time participants had been in the Scheme.

- The number of active providers at the end of June is 1,032, growing by 6% in the quarter. Part of this change is caused by the net movement of participants into Australian Capital Territory since 31 March.
- Utilisation has been 73% from 1 October 2019 to 31 March 2020, compared with an adjusted national benchmark of 73%.*
- 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.
- The top 10 providers provide 55% of supports by value, compared with the national benchmark of 85%.

Participant Outcomes and Satisfaction

Participant Outcomes and Satisfaction	Second review	Baseline
Outcomes measures as at 30 June 2020*		
- % of participants involved in community / social activities	41%	41%
- % of participants in work	31%	31%
- % of participants who choose who supports them	61%	65%
% 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 **	n/a	n/a
- Pre-planning	76%	70%
- Planning	87%	72%
- Plan review **	n/a	n/a

*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.

** There is insufficient data to report on the participant satisfaction survey results relating to the Access stage and the Plan review stage for both 2019-20 Q4 and 2019-20 Q3.

*** 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.