Transcript for Victorian Quarterly Performance Dashboard as at 31 March 2022

This dashboard provides a quarterly comparison of key statistics relating to active participants and their experience in the Scheme. It also includes key outcomes and participant satisfaction results as well as market characteristics.

## Participants and planning

A table displays the following key statistics on the Victorian participant experience as at 31 March 2022 and 31 December 2021.

• The number of active participants with approved plans increased from 133,859 as at 31 December 2021 to 137,891 as at 31 March 2022.

• The number of children accessing early connections decreased from 3,380 as at 31 December 2021 to 2,930 as at 31 March 2022.

• The number of children waiting for early connections increased from 106 as at 31 December 2021 to 220 as at 31 March 2022.

• The percentage of participants fully or partially self-managing their plan remained stable at 34%, from 31 December 2021 to 31 March 2022.

• The percentage of plans activated within 90 days remained stable at 85%, from 31 December 2021 to 31 March 2022. Participants who joined the Scheme prior to 1 July 2016 and those with initial plans approved after the end of the 2021-22 quarter 1 have been excluded.

• The number of participant plan reviews completed decreased from 28,002 in the quarter ending 31 December 2021 to 26,570 in the quarter ending 31 March 2022. Plans less than 31 days in duration have been excluded.

A chart displays the change in active participants between 31 December 2021 and 31 March 2022.

At the beginning of quarter 3 2021-22 there were 133,859 active participants (excluding children accessing early connections). During 2021-22 quarter 3, there were 5,179 plan approvals and 1,147 participants exited the Scheme or moved to another state or territory. This resulted in 137,891 active participants as at 31 March 2022.

The following key statistics summarise the Victorian performance as at 31 March 2022.

• 144,939 participants (excluding children accessing early connections) have had an approved plan since July 2013. 137,891 of these continue to be active.

• 69,156 active participants are receiving supports for the first time.

• In the current quarter, 5,179 participants have entered the Scheme and there are 2,930 children accessing early connections at the end of March 2022.

• 26,570 plans have been reviewed this quarter.

• 6,283 access decisions have been made in the quarter, of which 4,747 met access and are still active.

• 208 (4.0%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in Victoria to 4,293 (3.1%).

• 651 (12.6%) of the new active participants this quarter are Culturally and Linguistically Diverse, taking the total number of Culturally and Linguistically Diverse participants in Victoria to 16,257 (11.8%). The number of Culturally and Linguistically Diverse participants excludes Indigenous participants.

## Participant outcomes and satisfaction

A table displays the following key statistics on Victorian participant outcomes and satisfaction.

For Participant and Scheme Outcome metrics from the Corporate Plan as at 31 March 2022, the Outcome results include participants who have been in the Scheme for at least two years. Trial participants are excluded. Except for the parent and carer employment rate, only participants aged 15 and over are included. The Baseline results are at Scheme entry. The following four indicators are outcomes measures.

• The participant employment rate increased from 19% at baseline to 20% at the latest review.

• The participant social and community engagement rate increased from 35% at baseline to 40% at the latest review.

• The parent and carer employment rate increased from 45% at baseline to 49% at the latest review.

• The participant perception of choice and control increased from 63% at the first review to 75% at the latest review.

The following results indicate the percentage of participants rating their overall experience as 'Very Good' or 'Good' by pathway stage in current and previous quarters.

• The percentage for the 'Access' stage remained stable at 79%, in the quarters ending 31 December 2021 and 31 March 2022.

• The percentage for the 'Pre-planning' stage decreased from 78% in the quarter ending 31 December 2021 to 77% in the quarter ending 31 March 2022.

• The percentage for the 'Planning' stage increased from 86% in the quarter ending 31 December 2021 to 87% in the quarter ending 31 March 2022.

• The percentage for the 'Plan review ' stage remained stable at 75%, in the quarters ending 31 December 2021 and 31 March 2022.

## Participant Service Guarantee

The following statistics concern Participant Service Guarantee metrics. These statistics look at the percentage of cases meeting the Service Guarantee target in the quarters ending 31 December 2021 and 31 March 2022. Participant Service Guarantee results in the previous quarter may be restated due to ongoing logic refinement and changes in data quality.

The following metric is concerned with the General category.

• Participant Service Guarantee number 1: The percentage of explanations of previous decisions made within 28 days after a request has been made remained stable at 99%, from 31 December 2021 to 31 March 2022.

The following three metrics are concerned with Access.

• Participant Service Guarantee number 2: The percentage of access decisions made or further information requested within 21 days of an access request remained stable at 100%, from 31 December 2021 to 31 March 2022.

• Participant Service Guarantee number 3: The percentage of access decisions allowing 90 days for prospective participants to provide information, after NDIA has requested further information, decreased from 100% as at 31 December 2021 to 99% as at 31 March 2022.

• Participant Service Guarantee number 4: The percentage of access decisions made within 14 days of final information being provided increased from 98% as at 31 December 2021 to 99% as at 31 March 2022.

The following three metrics are concerned with Planning.

• Participant Service Guarantee number 5: The percentage of cases where facilitating the preparation of a plan commenced within 21 days of an access decision being made increased from 82% as at 31 December 2021 to 86% as at 31 March 2022.

• Participant Service Guarantee number 6: The percentage of first plans that were approved within 56 days after access decisions were made, decreased from 83% as at 31 December 2021 to 78% as at 31 March 2022.

• Participant Service Guarantee number 7: The percentage of first plans that were approved within 90 days after access decisions were made, for Early Childhood Early Intervention participants, increased from 83% as at 31 December 2021 to 96% as at 31 March 2022. Early Childhood Early Intervention is now known as Early Childhood Approach.

The following metric is concerned with Implementation.

• Participant Service Guarantee number 9: The percentage of cases where a plan implementation meeting was held within 28 days if the participant accepts the offer remained stable at 100%, from 31 December 2021 to 31 March 2022.

The following three metrics are concerned with Reviews.

• Participant Service Guarantee number 11: The percentage of cases where facilitating a scheduled plan review commenced at least 56 days prior to the scheduled review date decreased from 37% as at 31 December 2021 to 29% as at 31 March 2022. 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. Plans are extended automatically if they have not been reviewed before expiry so participants have continuity of support.

• Participant Service Guarantee number 12: The percentage of cases where the decision to undertake Participant Requested Reviews was made within 21 days remained stable at 100%, from 31 December 2021 to 31 March 2022.

• Participant Service Guarantee number 13: The percentage of Participant Requested Reviews that were completed within 28 days after the decision to accept the request was made increased from 50% as at 31 December 2021 to 55% as at 31 March 2022.

The following two metrics are concerned with Amendments.

• Participant Service Guarantee number 14: The percentage of cases where a plan was varied within 28 days after receiving information that triggers the plan amendment process increased from 91% as at 31 December 2021 to 95% as at 31 March 2022.

• Participant Service Guarantee number 15: The percentage of cases where a plan was varied within 50 days after receiving information that relates to a complex quote that triggers a plan amendment process decreased from 100% as at 31 December 2021 to 80% as at 31 March 2022.

The following two metrics are concerned with Reviewable Decisions.

• Participant Service Guarantee number 17: The proportion of internal Reviews of Reviewable Decisions that were completed within 60 days after the request was received increased from 86% as at 31 December 2021 to 93% as at 31 March 2022.

• Participant Service Guarantee number 18: The percentage of cases where an Administrative Appeals Tribunal decision was implemented to vary a plan within 28 days after receiving notification of the Administrative Appeals Tribunal decision decreased from 98% as at 31 December 2021 to 94% as at 31 March 2022.

The following two metrics are concerned with Nominees.

• Participant Service Guarantee number 19: The percentage of cases where a participant requested nominee was cancelled within 14 days decreased from 100% as at 31 December 2021 to 95% as at 31 March 2022.

• Participant Service Guarantee number 20: The percentage of cases where a Chief Executive Officer initiated nominee was cancelled within 14 days cannot be measured for both the quarters ending 31 March 2022 and 31 December 2021.

• The NDIA commenced measuring performance against the Participant Service Guarantee metrics prior to the legislation of the Participant Service Charter and Guarantee. On 30 March 2022, the NDIS Amendment (Participant Service Guarantee and Other Measures) Bill 2021 passed in both houses of Parliament, and received Royal Assent on 1 April 2022.

## Provider and market metrics

A table displays the following key statistics on Victorian market supply and participant costs as at 31 March 2022 and at 31 December 2021.

• The total number of active providers (with at least one claim ever) increased from 6,261 as at 31 December 2021 to 6,548 as at 31 March 2022. Active providers refer to those who have received payment for supporting Agency-managed participants.

• The total number of active providers in the last quarter increased from 2,589 as at 31 December 2021 to 2,637 as at 31 March 2022. Active providers refer to those who have received payment for supporting Agency-managed participants.

• Utilisation (which is calculated as a 6 month rolling average with a 3 month lag) remained stable at 71%, from 31 December 2021 to 31 March 2022.

• Plan utilisation by service district. The proportion of service districts that are more than 10 percentage points below the benchmark remained stable at 0%, from 31 December 2021 to 31 March 2022. 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.

• Market concentration. The proportion of service districts where more than 85% of payments for supports go to the top 10 providers remained stable at 0%, from 31 December 2021 to 31 March 2022.

• The proportion of payments paid within 5 days through the portal remained stable at 99.7%, from 31 December 2021 to 31 March 2022.

• Total payments from 1 July 2021 increased from $3,133 million as at 31 December 2021 to $4,790 million as at 31 March 2022.

• Total annualised plan budgets increased from $8,593 million as at 31 December 2021 to $8,868 million as at 31 March 2022.

• Plan inflation (current quarter percentage per annum) decreased from 9.3% in the December 2021 quarter to 9.0% in the March 2022 quarter. Total plan inflation consists of plan budget changes occurring at plan review, as well as changes occurring within a plan, between reviews. Previously the NDIA has not included the additional percentage changes in plan budgets that occur within a plan and before the scheduled review, when reporting this metric, and this has underestimated the extent to which plans have increased.

• Inflation at plan review (current quarter percentage per annum) decreased from 2.7% in the December 2021 quarter to 2.0% in the March 2022 quarter.

• Inflation within a plan, between reviews (current quarter percentage per annum) increased from 6.6% in the December 2021 quarter to 7.0% in the March 2022 quarter.

• Socioeconomic equity increased from 112% in the December 2021 quarter to 113% in the March 2022 quarter. Socioeconomic status uses deciles from the Australian Bureau of Statistics Index of Education and Occupation. A higher decile indicates that people residing in that area have a higher level of skills and qualifications on average. The socioeconomic equity metric is equal to the average annualised plan budget of participants residing in the top two deciles divided by the average annualised plan budget of participants residing in the bottom two deciles (participants not in Supported Independent Living and aged 0 to 64).

The following comments are made regarding the Victorian experience:

• Total annualised plan budgets at 31 March 2022 were $8,868m and payments from 1 July 2021 were $4,790m.

• The number of active providers at the end of March is 6,548, growing by 5% in the quarter.

• Utilisation was 71% from 1 July 2021 to 28 December 2021, with no service district in Victoria more than 10 percentage points from the adjusted national benchmark.

•There were no service districts where the top 10 providers were providing more than 85% of payments.

A chart displays the Victorian distribution of service districts by plan utilisation as at 31 March 2022. 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.

• No service districts are more than 10 percentage points above the adjusted national benchmark.

• No service districts are between 5 and 10 percentage points above the adjusted national benchmark.

• 13 out of 17 (76%) service districts are within 5 percentage points of the adjusted national benchmark.

• 4 out of 17 (24%) service districts are between 5 and 10 percentage points below the adjusted national benchmark.

• No service districts are more than 10 percentage points below the adjusted national benchmark.

Service districts between 5% and 10% below plan utilisation benchmark

• Western District: 69% versus 76% benchmark.

• Mallee: 65% versus 72% benchmark.

• Goulburn: 65% versus 71% benchmark.

• Ovens Murray: 69% versus 74% benchmark.

A chart displays the Victorian distribution of service districts by market concentration as at 31 March 2022.

• 2 out of 17 (12%) service districts have less than 45% of payments going to the 10 largest providers.

• 8 out of 17 (47%) service districts have between 45% and 65% of payments going to the 10 largest providers.

• 7 out of 17 (41%) service districts have between 65% and 85% of payments going to the 10 largest providers.

• No service districts have between 85% and 90% of payments going to the 10 largest providers.

• No service districts have between 90% and 95% of payments going to the 10 largest providers.

• No service districts have more than 95% of payments going to the 10 largest providers.

Service districts closest to market concentration benchmark:

• Mallee: 80% versus 85% benchmark.

• Western District: 75% versus 85% benchmark.

• Outer Gippsland: 74% versus 85% benchmark.

• Inner Gippsland: 68% versus 85% benchmark.

• Barwon: 66% versus 85% benchmark.

• Goulburn: 66% versus 85% benchmark

• Ovens Murray: 66% versus 85% benchmark

## Summaries by service district

A chart displays the active participants by service district. There are 5 active participants at 31 March 2022 residing in 'Other' service districts. 'Other' includes participants with service district information missing. The average annualised plan budgets and average payments for this group are not shown.

The number of active participants at 31 March 2022 was:

• 9,742 for Barwon.

• 5,423 for Central Highlands.

• 7,271 for Loddon.

• 13,248 for North East Melbourne.

• 5,217 for Inner Gippsland.

• 3,518 for Ovens Murray.

• 3,934 for Western District.

• 9,935 for Inner East Melbourne.

• 9,875 for Outer East Melbourne.

• 9,640 for Hume Moreland.

• 16,809 for Bayside Peninsula.

• 12,802 for Southern Melbourne.

• 8,843 for Brimbank Melton.

• 12,998 for Western Melbourne.

• 3,991 for Goulburn.

• 2,293 for Mallee.

• 2,347 for Outer Gippsland.

Another chart displays the average annualised plan budgets and average payments. There are 5 active participants at 31 March 2022 residing in 'Other' service districts. 'Other' includes participants with service district information missing. The average annualised plan budgets and average payments for this group are not shown. Figures are not shown if there is insufficient data in the service district.

The average annualised plan budget at 31 March 2022 was:

• $65,900 for Barwon.

• $61,600 for Central Highlands.

• $57,100 for Loddon.

• $68,500 for North East Melbourne.

• $59,400 for Inner Gippsland.

• $58,700 for Ovens Murray.

• $63,900 for Western District.

• $79,900 for Inner East Melbourne.

• $67,300 for Outer East Melbourne.

• $57,400 for Hume Moreland.

• $72,400 for Bayside Peninsula.

• $60,700 for Southern Melbourne.

• $57,700 for Brimbank Melton.

• $58,800 for Western Melbourne.

• $56,100 for Goulburn.

• $64,000 for Mallee.

• $64,000 for Outer Gippsland.

• $64,300 for all of Victoria.

The average payments for the 12 months to 31 March 2022 was:

• $50,200 for Barwon.

• $46,800 for Central Highlands.

• $41,800 for Loddon.

• $53,300 for North East Melbourne.

• $44,400 for Inner Gippsland.

• $41,800 for Ovens Murray.

• $46,900 for Western District.

• $62,900 for Inner East Melbourne.

• $51,900 for Outer East Melbourne.

• $45,300 for Hume Moreland.

• $55,900 for Bayside Peninsula.

• $47,900 for Southern Melbourne.

• $44,900 for Brimbank Melton.

• $44,900 for Western Melbourne.

• $38,300 for Goulburn.

• $44,700 for Mallee.

• $47,500 for Outer Gippsland.

• $49,300 for all of Victoria.

Another chart displays the average annualised plan budgets and average payments for participants in Supported Independent Living. There are 5 active participants at 31 March 2022 residing in 'Other' service districts. 'Other' includes participants with service district information missing. The average annualised plan budgets and average payments for this group are not shown. Figures are not shown if there is insufficient data in the service district.

The average annualised plan budget at 31 March 2022 for participants in Supported Independent Living was:

• $387,600 for Barwon.

• $331,900 for Central Highlands.

• $356,800 for Loddon.

• $354,300 for North East Melbourne.

• $346,700 for Inner Gippsland.

• $329,700 for Ovens Murray.

• $301,700 for Western District.

• $341,600 for Inner East Melbourne.

• $358,700 for Outer East Melbourne.

• $335,200 for Hume Moreland.

• $312,900 for Bayside Peninsula.

• $386,800 for Southern Melbourne.

• $406,900 for Brimbank Melton.

• $398,100 for Western Melbourne.

• $292,900 for Goulburn.

• $341,600 for Mallee.

• $274,100 for Outer Gippsland.

• $347,800 for all of Victoria.

The average payments for the 12 months to 31 March 2022 for participants in Supported Independent Living was:

• $327,400 for Barwon.

• $292,000 for Central Highlands.

• $306,100 for Loddon.

• $305,100 for North East Melbourne.

• $312,100 for Inner Gippsland.

• $270,000 for Ovens Murray.

• $248,500 for Western District.

• $295,100 for Inner East Melbourne.

• $321,900 for Outer East Melbourne.

• $289,700 for Hume Moreland.

• $274,100 for Bayside Peninsula.

• $343,600 for Southern Melbourne.

• $352,900 for Brimbank Melton.

• $343,000 for Western Melbourne.

• $262,300 for Goulburn.

• $294,700 for Mallee.

• $239,500 for Outer Gippsland.

• $301,200 for all of Victoria.

Another chart displays the average annualised plan budgets and average payments for participants not in Supported Independent Living. There are 5 active participants at 31 March 2022 residing in 'Other' service districts. 'Other' includes participants with service district information missing. The average annualised plan budgets and average payments for this group are not shown. Figures are not shown if there is insufficient data in the service district.

The average annualised plan budget at 31 March 2022 for participants not in Supported Independent Living was:

• $52,700 for Barwon.

• $47,800 for Central Highlands.

• $46,900 for Loddon.

• $52,600 for North East Melbourne.

• $51,500 for Inner Gippsland.

• $47,100 for Ovens Murray.

• $46,300 for Western District.

• $59,800 for Inner East Melbourne.

• $54,300 for Outer East Melbourne.

• $51,100 for Hume Moreland.

• $60,500 for Bayside Peninsula.

• $52,100 for Southern Melbourne.

• $49,300 for Brimbank Melton.

• $51,900 for Western Melbourne.

• $50,500 for Goulburn.

• $53,700 for Mallee.

• $57,800 for Outer Gippsland.

• $52,900 for all of Victoria.

The average payments for the 12 months to 31 March 2022 for participants not in Supported Independent Living was:

• $38,300 for Barwon.

• $33,600 for Central Highlands.

• $32,300 for Loddon.

• $38,500 for North East Melbourne.

• $36,900 for Inner Gippsland.

• $31,800 for Ovens Murray.

• $31,200 for Western District.

• $44,000 for Inner East Melbourne.

• $39,400 for Outer East Melbourne.

• $39,500 for Hume Moreland.

• $44,300 for Bayside Peninsula.

• $40,200 for Southern Melbourne.

• $37,100 for Brimbank Melton.

• $38,700 for Western Melbourne.

• $32,800 for Goulburn.

• $34,700 for Mallee.

• $41,400 for Outer Gippsland.

• $38,600 for all of Victoria.

The following comments are made regarding the Victorian experience at service district level as at 31 March 2022.

• Bayside Peninsula has the highest number of active participants at 16,809 participants, while Mallee has the lowest number at 2,293 active participants.

• The average annualised plan budget at the end of March for active participants is $64,300 ($52,900 for participants not in Supported Independent Living and $347,800 for participants in Supported Independent Living).

• The average payment for the 12 months ending 31 March 2022 is $49,300 ($38,600 for participants not in Supported Independent Living and $301,200 for participants in Supported Independent Living).

• Inner East Melbourne has the highest average annualised plan budgets and payments across all participants.