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Transcript for New South Wales Quarterly Performance Dashboard as at 30 September 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 New South Wales participant experience as at 30 September 2022 and 30 June 2022.

• The number of active participants with approved plans increased from 161,055 as at 30 June 2022 to 166,975 as at 30 September 2022.

• The number of children accessing early connections increased from 4,756 as at 30 June 2022 to 4,926 as at 30 September 2022.

• The number of children waiting for early connections decreased from 61 as at 30 June 2022 to 33 as at 30 September 2022.

• The percentage of participants fully or partially self-managing their plan remained stable at 28%, from 30 June 2022 to 30 September 2022.

• The percentage of plans activated within 90 days remained stable at 87%, from 30 June 2022 to 30 September 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 3 have been excluded.

• The number of participant plan reassessments completed decreased from 31,873 in the quarter ending 30 June 2022 to 20,953 in the quarter ending 30 September 2022. Plans less than 31 days in duration have been excluded. The new definition is included under section 49 of the NDIS Act (2013) and replaces the previous definition of plan review.

A chart displays the change in active participants between 30 June 2022 and 30 September 2022.

At the beginning of quarter 1 2022-23 there were 161,055 active participants (excluding children accessing early connections). During 2022-23 quarter 1, there were 6,945 plan approvals and 1,025 participants exited the Scheme or moved to another state or territory. This resulted in 166,975 active participants as at 30 September 2022.

The following key statistics summarise the New South Wales performance as at 30 September 2022.

• 178,548 participants (excluding children accessing early connections) have had an approved plan since July 2013. 166,975 of these continue to be active.

• 102,202 active participants have not previously received disability support via State and Commonwealth government programs in the past.

• In the current quarter, 6,945 participants have entered the Scheme and there are 4,926 children accessing early connections at the end of September 2022.

• 20,953 plans have had reassessments this quarter.

• 8,306 access decisions have been made in the quarter, of which 6,423 met access and are still active.

• 770 (11.1%) of the new active participants this quarter identified as First Nations Australians, taking the total number of First Nations participants in New South Wales to 13,657 (8.2%).

• 770 (11.1%) of the new active participants this quarter are Culturally and Linguistically Diverse, taking the total number of Culturally and Linguistically Diverse participants in New South Wales to 18,213 (10.9%). The number of Culturally and Linguistically Diverse participants excludes First Nations participants.

## Participant outcomes and satisfaction

A table displays the following key statistics on New South Wales participant outcomes and satisfaction.

For Participant and Scheme Outcome metrics from the Corporate Plan as at 30 September 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 23% at baseline to 24% at the latest reassessment.

• The participant social and community engagement rate increased from 34% at baseline to 46% at the latest reassessment.

• The parent and carer employment rate increased from 48% at baseline to 53% at the latest reassessment.

• The participant perception of choice and control increased from 65% at the first reassessment to 76% at the latest reassessment.

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 decreased from 80% in the quarter ending 30 June 2022 to 77% in the quarter ending 30 September 2022.

• The percentage for the 'Pre-planning' stage decreased from 81% in the quarter ending 30 June 2022 to 79% in the quarter ending 30 September 2022.

• The percentage for the 'Planning' stage increased from 87% in the quarter ending 30 June 2022 to 89% in the quarter ending 30 September 2022.

• The percentage for the 'Plan reassessment' stage decreased from 74% in the quarter ending 30 June 2022 to 71% in the quarter ending 30 September 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 30 June 2022 and 30 September 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 for explanation is received remained stable at 100%, from 30 June 2022 to 30 September 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 30 June 2022 to 30 September 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, increased from 98% as at 30 June 2022 to 100% as at 30 September 2022.

• Participant Service Guarantee number 4: The percentage of access decisions made within 14 days of final information being provided remained stable at 99%, from 30 June 2022 to 30 September 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 96% as at 30 June 2022 to 97% as at 30 September 2022.

• Participant Service Guarantee number 6: The percentage of first plans that were approved within 56 days after access decisions were made, increased from 92% as at 30 June 2022 to 94% as at 30 September 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, remained stable at 99%, from 30 June 2022 to 30 September 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 30 June 2022 to 30 September 2022.

The following three metrics are concerned with plan reassessments.

• Participant Service Guarantee number 11: The percentage of cases where facilitating a scheduled plan reassessment commenced at least 56 days prior to the scheduled reassessment date increased from 68% as at 30 June 2022 to 87% as at 30 September 2022. The NDIA’s new participant check-in process ensures that every plan reassessment begins with a contact from the planner or partner to discuss review options well before any plan reassessment date. Plans are extended automatically if they have not been reassessed before the reassessment date so participants have continuity of support.

• Participant Service Guarantee number 12: The percentage of cases where the decision to undertake Participant Requested Plan Reassessments were made within 21 days decreased from 100% as at 30 June 2022 to 93% as at 30 September 2022. The definition of Participant Reassessment Request is included under section 48 of the NDIS Act (2013) and replaces the previous definition of plan review request.

• Participant Service Guarantee number 13: The percentage of reassessments that were completed within 28 days after the decision to accept the request was made increased from 57% as at 30 June 2022 to 62% as at 30 September 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 89% as at 30 June 2022 to 92% as at 30 September 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 remained stable at 100%, from 30 June 2022 to 30 September 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 decreased from 96% as at 30 June 2022 to 94% as at 30 September 2022.

• Participant Service Guarantee number 18: The percentage of cases where an Administrative Appeals Tribunal decision was implemented to amend a plan within 28 days after receiving notification of the Administrative Appeals Tribunal decision increased from 97% as at 30 June 2022 to 98% as at 30 September 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 remained stable at 100%, from 30 June 2022 to 30 September 2022.

• Participant Service Guarantee number 20: The percentage of cases where a Chief Executive Officer initiated nominee was cancelled within 14 days remained stable at 100%, from 30 June 2022 to 30 September 2022.

• 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 New South Wales market supply and participant costs as at 30 September 2022 and at 30 June 2022.

• The total number of active providers (with at least one claim ever) increased from 9,392 as at 30 June 2022 to 9,713 as at 30 September 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 4,329 as at 30 June 2022 to 4,420 as at 30 September 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) increased from 76% as at 30 June 2022 to 77% as at 30 September 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 30 June 2022 to 30 September 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 increased from 0% as at 30 June 2022 to 7% as at 30 September 2022.

• The proportion of payments paid within 5 days through the portal remained stable at 99.8%, from 30 June 2022 to 30 September 2022.

• Total payments from 1 July 2022 were $2,518 million as at 30 September 2022.

• Total annualised plan budgets increased from $11,303 million as at 30 June 2022 to $12,351 million as at 30 September 2022.

• Plan inflation (current quarter percentage per annum) increased from 12.1% in the June 2022 quarter to 20.1% in the September 2022 quarter. Total plan inflation consists of plan budget changes occurring at plan reassessment date, as well as changes occurring within a plan, between reassessments. Previously the NDIA has not included the additional percentage changes in plan budgets that occur within a plan and before the plan reassessment date, when reporting this metric, and this has underestimated the extent to which plans have increased. The annualisation calculation of inflation excludes the impact of plan indexation in July following the Annual Pricing Review. The impact of this indexation is then explicitly added to the annualised calculation being a one-off increase.

• Inflation at plan reassessment (current quarter percentage per annum) increased from 4.7% in the June 2022 quarter to 9.4% in the September 2022 quarter.

• Inflation within a plan, between reassessments (current quarter percentage per annum) increased from 7.4% in the June 2022 quarter to 10.7% in the September 2022 quarter.

• Socioeconomic equity decreased from 100% in the June 2022 quarter to 99% in the September 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 New South Wales experience:

• Total annualised plan budgets at 30 September 2022 were $12,351m and payments from 1 July 2022 were $2,518m.

• The number of active providers at the end of September is 9,713, growing by 3% in the quarter.

• Utilisation was 77% from 1 January 2022 to 30 June 2022, with no service district in New South Wales more than 10 percentage points from the adjusted National benchmark.

• In 7% (1 out of 15) of service districts, the top 10 providers provide more than 85% of payments.

A chart displays the New South Wales distribution of service districts by plan utilisation as at 30 September 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.

• 1 out of 15 (7%) service districts are between 5 and 10 percentage points above the adjusted National benchmark.

• 12 out of 15 (80%) service districts are within 5 percentage points of the adjusted National benchmark.

• 2 out of 15 (13%) 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:

• Far West: 65% versus 73% benchmark.

• Western New South Wales: 69% versus 76% benchmark.

A chart displays the New South Wales distribution of service districts by market concentration as at 30 September 2022.

• 6 out of 15 (40%) service districts have less than 45% of payments going to the 10 largest providers.

• 8 out of 15 (53%) service districts have between 45% and 65% of payments going to the 10 largest providers.

• No service districts have between 65% and 85% of payments going to the 10 largest providers.

• 1 out of 15 (7%) 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:

• Far West: 85% versus 85% benchmark.

## Summaries by service district

A chart displays the active participants by service district. There are 25 active participants at 30 September 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 30 September 2022 was:

• 28,076 for Hunter New England.

• 9,487 for Central Coast.

• 785 for Far West.

• 9,695 for Illawarra Shoalhaven.

• 6,918 for Mid North Coast.

• 7,346 for Murrumbidgee.

• 9,809 for Nepean Blue Mountains.

• 11,298 for North Sydney.

• 7,944 for Northern New South Wales.

• 11,277 for South Eastern Sydney.

• 25,868 for South Western Sydney.

• 4,612 for Southern New South Wales.

• 6,647 for Sydney.

• 7,086 for Western New South Wales.

• 20,102 for Western Sydney.

Another chart displays the average annualised plan budgets and average payments. There are 25 active participants at 30 September 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 30 September 2022 was:

• $74,500 for Hunter New England.

• $66,900 for Central Coast.

• $77,300 for Far West.

• $76,500 for Illawarra Shoalhaven.

• $70,200 for Mid North Coast.

• $70,000 for Murrumbidgee.

• $71,700 for Nepean Blue Mountains.

• $86,100 for North Sydney.

• $74,600 for Northern New South Wales.

• $79,900 for South Eastern Sydney.

• $69,200 for South Western Sydney.

• $65,300 for Southern New South Wales.

• $79,100 for Sydney.

• $79,200 for Western New South Wales.

• $73,300 for Western Sydney.

• $74,000 for all of New South Wales.

The average payments for the 12 months to 30 September 2022 was:

• $57,700 for Hunter New England.

• $52,100 for Central Coast.

• $49,300 for Far West.

• $60,300 for Illawarra Shoalhaven.

• $55,300 for Mid North Coast.

• $51,800 for Murrumbidgee.

• $55,200 for Nepean Blue Mountains.

• $66,600 for North Sydney.

• $57,400 for Northern New South Wales.

• $63,000 for South Eastern Sydney.

• $61,000 for South Western Sydney.

• $46,900 for Southern New South Wales.

• $49,800 for Sydney.

• $56,000 for Western New South Wales.

• $60,900 for Western Sydney.

• $58,000 for all of New South Wales.

Another chart displays the average annualised plan budgets and average payments for participants in Supported Independent Living. There are 25 active participants at 30 September 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 30 September 2022 for participants in Supported Independent Living was:

• $390,000 for Hunter New England.

• $369,300 for Central Coast.

• $461,900 for Far West.

• $369,500 for Illawarra Shoalhaven.

• $393,500 for Mid North Coast.

• $380,500 for Murrumbidgee.

• $372,300 for Nepean Blue Mountains.

• $382,700 for North Sydney.

• $378,700 for Northern New South Wales.

• $378,000 for South Eastern Sydney.

• $383,200 for South Western Sydney.

• $332,400 for Southern New South Wales.

• $353,100 for Sydney.

• $363,700 for Western New South Wales.

• $385,700 for Western Sydney.

• $379,100 for all of New South Wales.

The average payments for the 12 months to 30 September 2022 for participants in Supported Independent Living was:

• $353,400 for Hunter New England.

• $330,300 for Central Coast.

• $439,100 for Far West.

• $332,800 for Illawarra Shoalhaven.

• $369,500 for Mid North Coast.

• $324,800 for Murrumbidgee.

• $326,100 for Nepean Blue Mountains.

• $328,600 for North Sydney.

• $338,300 for Northern New South Wales.

• $333,100 for South Eastern Sydney.

• $362,400 for South Western Sydney.

• $304,800 for Southern New South Wales.

• $249,300 for Sydney.

• $318,400 for Western New South Wales.

• $344,400 for Western Sydney.

• $337,100 for all of New South Wales.

Another chart displays the average annualised plan budgets and average payments for participants not in Supported Independent Living. There are 25 active participants at 30 September 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 30 September 2022 for participants not in Supported Independent Living was:

• $52,800 for Hunter New England.

• $49,600 for Central Coast.

• $63,100 for Far West.

• $57,800 for Illawarra Shoalhaven.

• $58,200 for Mid North Coast.

• $52,600 for Murrumbidgee.

• $50,300 for Nepean Blue Mountains.

• $59,200 for North Sydney.

• $60,900 for Northern New South Wales.

• $60,900 for South Eastern Sydney.

• $52,800 for South Western Sydney.

• $52,200 for Southern New South Wales.

• $64,300 for Sydney.

• $57,100 for Western New South Wales.

• $52,500 for Western Sydney.

• $55,000 for all of New South Wales.

The average payments for the 12 months to 30 September 2022 for participants not in Supported Independent Living was:

• $37,100 for Hunter New England.

• $35,800 for Central Coast.

• $36,200 for Far West.

• $43,100 for Illawarra Shoalhaven.

• $43,800 for Mid North Coast.

• $36,500 for Murrumbidgee.

• $35,700 for Nepean Blue Mountains.

• $42,600 for North Sydney.

• $44,900 for Northern New South Wales.

• $45,700 for South Eastern Sydney.

• $45,400 for South Western Sydney.

• $34,700 for Southern New South Wales.

• $39,100 for Sydney.

• $35,000 for Western New South Wales.

• $42,100 for Western Sydney.

• $40,600 for all of New South Wales.

The following comments are made regarding the New South Wales experience at service district level as at 30 September 2022.

• Hunter New England has the highest number of active participants at 28,076 participants, while Far West has the lowest number at 785 active participants.

• The average annualised plan budget at the end of September for active participants is $74,000 ($55,000 for participants not in Supported Independent Living and $379,100 for participants in Supported Independent Living).

• The average payment for the 12 months ending 30 September 2022 is $58,000 ($40,600 for participants not in Supported Independent Living and $337,100 for participants in Supported Independent Living).

• North Sydney has the highest average annualised plan budgets and payments across all participants.