Transcript for New South Wales Quarterly Performance Dashboard as at 31 December 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 31 December 2022 and 30 September 2022.

• The number of active participants with approved plans increased from 166,975 as at 30 September 2022 to 172,190 as at 31 December 2022.

• The number of children accessing early connections increased from 4,926 as at 30 September 2022 to 5,047 as at 31 December 2022.

• The number of children waiting for early connections increased from 33 as at 30 September 2022 to 39 as at 31 December 2022.

• The percentage of participants fully or partially self-managing their plan remained stable at 28%, from 30 September 2022 to 31 December 2022.

• The percentage of plans activated within 90 days remained stable at 87%, from 30 September 2022 to 31 December 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 4 have been excluded.

• The number of participant plan reassessments completed decreased from 20,953 in the quarter ending 30 September 2022 to 20,222 in the quarter ending 31 December 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 September 2022 and 31 December 2022.

At the beginning of quarter 2 2022-23 there were 166,975 active participants (excluding children accessing early connections). During 2022-23 quarter 2, there were 5,947 plan approvals and 732 participants exited the Scheme or moved to another state or territory. This resulted in 172,190 active participants as at 31 December 2022.

The following key statistics summarise the New South Wales performance as at 31 December 2022.

• 184,410 participants (excluding children accessing early connections) have had an approved plan since July 2013. 172,190 of these continue to be active.

• 107,564 active participants have not previously received disability support via State and Commonwealth government programs in the past.

• In the current quarter, 5,947 participants have entered the Scheme and there are 5,047 children accessing early connections at the end of December 2022.

• 20,222 plans have had reassessments this quarter.

• 8,115 access decisions have been made in the quarter, of which 6,182 met access and are still active.

• 672 (11.3%) of the new active participants this quarter identified as First Nations participants, taking the total number of First Nations participants in New South Wales to 14,326 (8.3%).

• 678 (11.4%) 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 18,793 (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 31 December 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 25% at the latest reassessment. The Participant Employment Rate metric includes results for participants aged 15 to 64.

• The participant social and community engagement rate increased from 34% at baseline to 45% 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 increased from 77% in the quarter ending 30 September 2022 to 81% in the quarter ending 31 December 2022.

• The percentage for the 'Pre-planning' stage increased from 79% in the quarter ending 30 September 2022 to 83% in the quarter ending 31 December 2022.

• The percentage for the 'Planning' stage decreased from 89% in the quarter ending 30 September 2022 to 87% in the quarter ending 31 December 2022.

• The percentage for the 'Plan reassessment' stage decreased from 72% in the quarter ending 30 September 2022 to 70% in the quarter ending 31 December 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 September 2022 and 31 December 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 decreased from 100% as at 30 September 2022 to 98% as at 31 December 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 September 2022 to 31 December 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 30 September 2022 to 98% as at 31 December 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 September 2022 to 31 December 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 remained stable at 97%, from 30 September 2022 to 31 December 2022.

• Participant Service Guarantee number 6: The percentage of first plans that were approved within 56 days after access decisions were made, increased from 94% as at 30 September 2022 to 95% as at 31 December 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 September 2022 to 31 December 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 September 2022 to 31 December 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 decreased from 87% as at 30 September 2022 to 82% as at 31 December 2022. The NDIA’s new participant check-in process ensures that every scheduled reassessment begins with a contact from the planner or partner to discuss reassessment options well before any scheduled 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 a Participant Requested Plan Reassessment was made within 21 days decreased from 93% as at 30 September 2022 to 82% as at 31 December 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 62% as at 30 September 2022 to 68% as at 31 December 2022.

The following two metrics are concerned with Amendments.

• Participant Service Guarantee number 14: The percentage of cases where a plan was amended within 28 days after receiving information that triggers the plan amendment process increased from 92% as at 30 September 2022 to 93% as at 31 December 2022.

• Participant Service Guarantee number 15: The percentage of cases where a plan was amended within 50 days after receiving information that relates to a complex quote that triggers a plan amendment process remained stable at 100%, from 30 September 2022 to 31 December 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 94% as at 30 September 2022 to 95% as at 31 December 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 decreased from 98% as at 30 September 2022 to 97% as at 31 December 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 September 2022 to 31 December 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 September 2022 to 31 December 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. 'NA' means that the Participant Service Guarantee results cannot be measured.

## Provider and market metrics

A table displays the following key statistics on New South Wales market supply and participant costs as at 31 December 2022 and at 30 September 2022.

• The total number of active providers (with at least one claim ever) increased from 9,713 as at 30 September 2022 to 9,958 as at 31 December 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 decreased from 4,420 as at 30 September 2022 to 4,394 as at 31 December 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 77% as at 30 September 2022 to 78% as at 31 December 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 September 2022 to 31 December 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 70% of payments for supports go to the top 10 providers remained stable at 7%, from 30 September 2022 to 31 December 2022. Improved data on providers is now used to measure provider concentration, with payments to plan managers now attributed to the support provider. This has led to an apparent reduction in concentration, and a change in the benchmark used to 70%.

• The proportion of payments paid within 5 days through the portal remained stable at 99.8%, from 30 September 2022 to 31 December 2022.

• Total payments from 1 July 2022 were $5,189 million as at 31 December 2022.

• Total annualised plan budgets increased from $12,351 million as at 30 September 2022 to $12,949 million as at 31 December 2022.

• Plan inflation (current quarter percentage per annum) decreased from 20.1% in the September 2022 quarter to 16.4% in the December 2022 quarter. Starting with the March 2022 quarter, total plan inflation was altered to include plan budget changes occurring at plan reassessment, as well as changes occurring between reassessments. This increased the rate of inflation previously measured. The annualisation calculation excludes the impact of plan indexation impacting July 2022 following the Annual Pricing Review. The indexation impact is then added back to the annualised figure. This impact is 4.6% Nationally. In this December quarter, a further rescaling is applied to the split between inflation at plan reassessment and within a plan. This results in a minor one-off change in the historical split while overall inflation is not changed.

• Inflation at plan reassessment (current quarter percentage per annum) increased from 9.7% in the September 2022 quarter to 9.9% in the December 2022 quarter.

• Inflation within a plan, between reviews (current quarter percentage per annum) decreased from 10.4% in the September 2022 quarter to 6.5% in the December 2022 quarter.

• Socioeconomic equity increased from 99% in the September 2022 quarter to 102% in the December 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). For the December 2022 quarter, this is mix adjusted for age profile.

The following comments are made regarding the New South Wales experience:

• Total annualised plan budgets at 31 December 2022 were $12,949m and payments from 1 July 2022 were $5,189m.

• The number of active providers at the end of December is 9,958, growing by 3% in the quarter.

• Utilisation has been 78% in the 6 months from 1 April 2022 to 30 September 2022, with no service district in New South Wales more than 10 percentage points below the adjusted National benchmark.

• In 7% (1 out of 15) of service districts, the top 10 providers provide more than 70% of payments.

A chart displays the New South Wales distribution of service districts by plan utilisation as at 31 December 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: 66% versus 74% benchmark.

• Western New South Wales: 70% versus 77% benchmark.

A chart displays the New South Wales distribution of service districts by market concentration as at 31 December 2022.

• 7 out of 15 (47%) service districts have less than 25% of payments going to the 10 largest providers.

• 7 out of 15 (47%) service districts have between 25% and 45% of payments going to the 10 largest providers.

• No service districts have between 45% and 60% of payments going to the 10 largest providers.

• No service districts have between 60% and 70% of payments going to the 10 largest providers.

• 1 out of 15 (7%) service districts have between 70% and 85% of payments going to the 10 largest providers.

• No service districts have more than 85% of payments going to the 10 largest providers.

Service districts above the market concentration benchmark:

• Far West: 70% versus 70% benchmark.

## Summaries by service district

A chart displays the active participants by service district. There are 28 active participants at 31 December 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 December 2022 was:

• 28,921 for Hunter New England.

• 9,747 for Central Coast.

• 821 for Far West.

• 9,991 for Illawarra Shoalhaven.

• 7,111 for Mid North Coast.

• 7,552 for Murrumbidgee.

• 10,120 for Nepean Blue Mountains.

• 11,633 for North Sydney.

• 8,168 for Northern New South Wales.

• 11,641 for South Eastern Sydney.

• 26,709 for South Western Sydney.

• 4,714 for Southern New South Wales.

• 6,867 for Sydney.

• 7,349 for Western New South Wales.

• 20,818 for Western Sydney.

Another chart displays the average annualised plan budgets and average payments. There are 28 active participants at 31 December 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 December 2022 was:

• $75,300 for Hunter New England.

• $68,200 for Central Coast.

• $79,900 for Far West.

• $78,400 for Illawarra Shoalhaven.

• $71,800 for Mid North Coast.

• $71,600 for Murrumbidgee.

• $72,600 for Nepean Blue Mountains.

• $86,500 for North Sydney.

• $75,500 for Northern New South Wales.

• $81,400 for South Eastern Sydney.

• $71,000 for South Western Sydney.

• $65,600 for Southern New South Wales.

• $80,200 for Sydney.

• $79,200 for Western New South Wales.

• $75,000 for Western Sydney.

• $75,200 for all of New South Wales.

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

• $59,500 for Hunter New England.

• $53,900 for Central Coast.

• $50,900 for Far West.

• $62,500 for Illawarra Shoalhaven.

• $56,400 for Mid North Coast.

• $53,200 for Murrumbidgee.

• $57,400 for Nepean Blue Mountains.

• $68,700 for North Sydney.

• $58,400 for Northern New South Wales.

• $65,000 for South Eastern Sydney.

• $60,600 for South Western Sydney.

• $48,600 for Southern New South Wales.

• $61,100 for Sydney.

• $56,700 for Western New South Wales.

• $62,800 for Western Sydney.

• $59,900 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 28 active participants at 31 December 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 December 2022 for participants in Supported Independent Living was:

• $400,100 for Hunter New England.

• $383,500 for Central Coast.

• $505,000 for Far West.

• $379,100 for Illawarra Shoalhaven.

• $402,700 for Mid North Coast.

• $384,200 for Murrumbidgee.

• $390,200 for Nepean Blue Mountains.

• $391,200 for North Sydney.

• $391,900 for Northern New South Wales.

• $392,600 for South Eastern Sydney.

• $394,800 for South Western Sydney.

• $343,200 for Southern New South Wales.

• $369,300 for Sydney.

• $371,900 for Western New South Wales.

• $397,700 for Western Sydney.

• $390,600 for all of New South Wales.

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

• $364,500 for Hunter New England.

• $338,000 for Central Coast.

• $482,000 for Far West.

• $345,500 for Illawarra Shoalhaven.

• $371,100 for Mid North Coast.

• $332,200 for Murrumbidgee.

• $346,300 for Nepean Blue Mountains.

• $336,700 for North Sydney.

• $350,800 for Northern New South Wales.

• $339,100 for South Eastern Sydney.

• $354,300 for South Western Sydney.

• $307,900 for Southern New South Wales.

• $307,500 for Sydney.

• $318,000 for Western New South Wales.

• $353,400 for Western Sydney.

• $346,500 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 28 active participants at 31 December 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 December 2022 for participants not in Supported Independent Living was:

• $52,800 for Hunter New England.

• $49,800 for Central Coast.

• $64,900 for Far West.

• $58,800 for Illawarra Shoalhaven.

• $58,700 for Mid North Coast.

• $52,900 for Murrumbidgee.

• $49,900 for Nepean Blue Mountains.

• $58,800 for North Sydney.

• $60,800 for Northern New South Wales.

• $61,100 for South Eastern Sydney.

• $53,600 for South Western Sydney.

• $51,800 for Southern New South Wales.

• $64,500 for Sydney.

• $55,800 for Western New South Wales.

• $53,200 for Western Sydney.

• $55,200 for all of New South Wales.

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

• $38,200 for Hunter New England.

• $37,000 for Central Coast.

• $37,100 for Far West.

• $44,500 for Illawarra Shoalhaven.

• $44,600 for Mid North Coast.

• $37,200 for Murrumbidgee.

• $36,800 for Nepean Blue Mountains.

• $44,100 for North Sydney.

• $45,400 for Northern New South Wales.

• $47,500 for South Eastern Sydney.

• $45,200 for South Western Sydney.

• $35,900 for Southern New South Wales.

• $47,800 for Sydney.

• $35,700 for Western New South Wales.

• $43,400 for Western Sydney.

• $41,900 for all of New South Wales.

The following comments are made regarding the New South Wales experience at service district level as at 31 December 2022.

• Hunter New England has the highest number of active participants at 28,921 participants, while Far West has the lowest number at 821 active participants.

• The average annualised plan budget at the end of December for active participants is $75,200 ($55,200 for participants not in Supported Independent Living and $390,600 for participants in Supported Independent Living).

• The average payment for the 12 months ending 31 December 2022 is $59,900 ($41,900 for participants not in Supported Independent Living and $346,500 for participants in Supported Independent Living).

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